



SFMTA

Welcome to the SFMTA 2022 Muni Service Network Virtual Open House

September 22, 2021

Agenda

- Introductions
- Public participation instructions
 - How to access language interpretation
 - How to provide comments, questions
- Presentation of 2022 Muni Service Network options and comparative trade-offs
- Comments, Question and Answer time

You can also **email comments and feedback to TellMuni@sfmta.com.**

Please complete our survey at: **SFMTA.com/2022Network**

How to Participate Today

To Provide Public Comments:

1. Call: **1-888-363-4734**
2. Enter Code: **7014320#**
3. Press “1” and then “0” to join the queue for public comments.
4. If you are watching the video presentation, mute your computer audio when speaking.
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Participation Guidelines

We appreciate your passion, and we are here to help.

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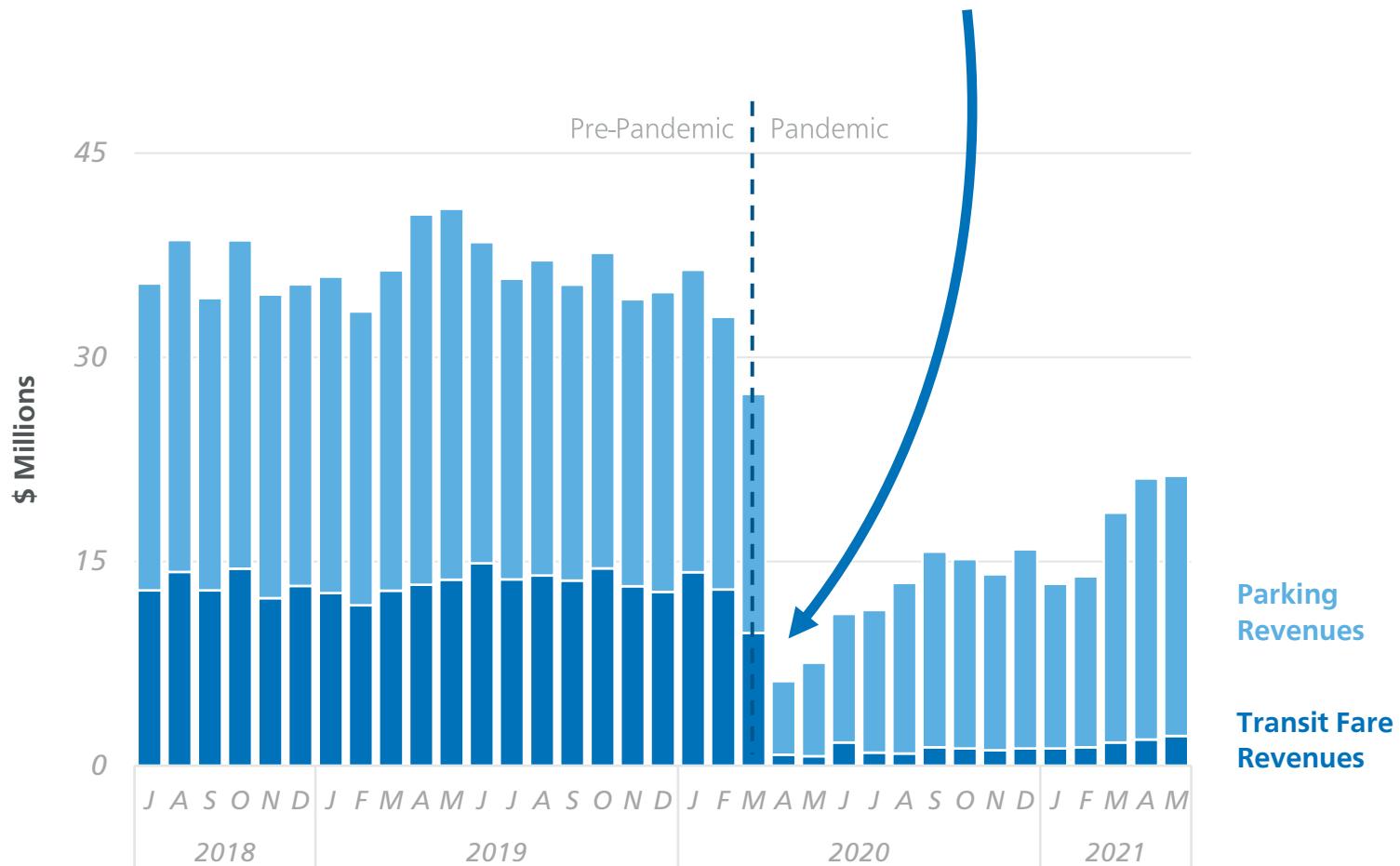


SFMTA

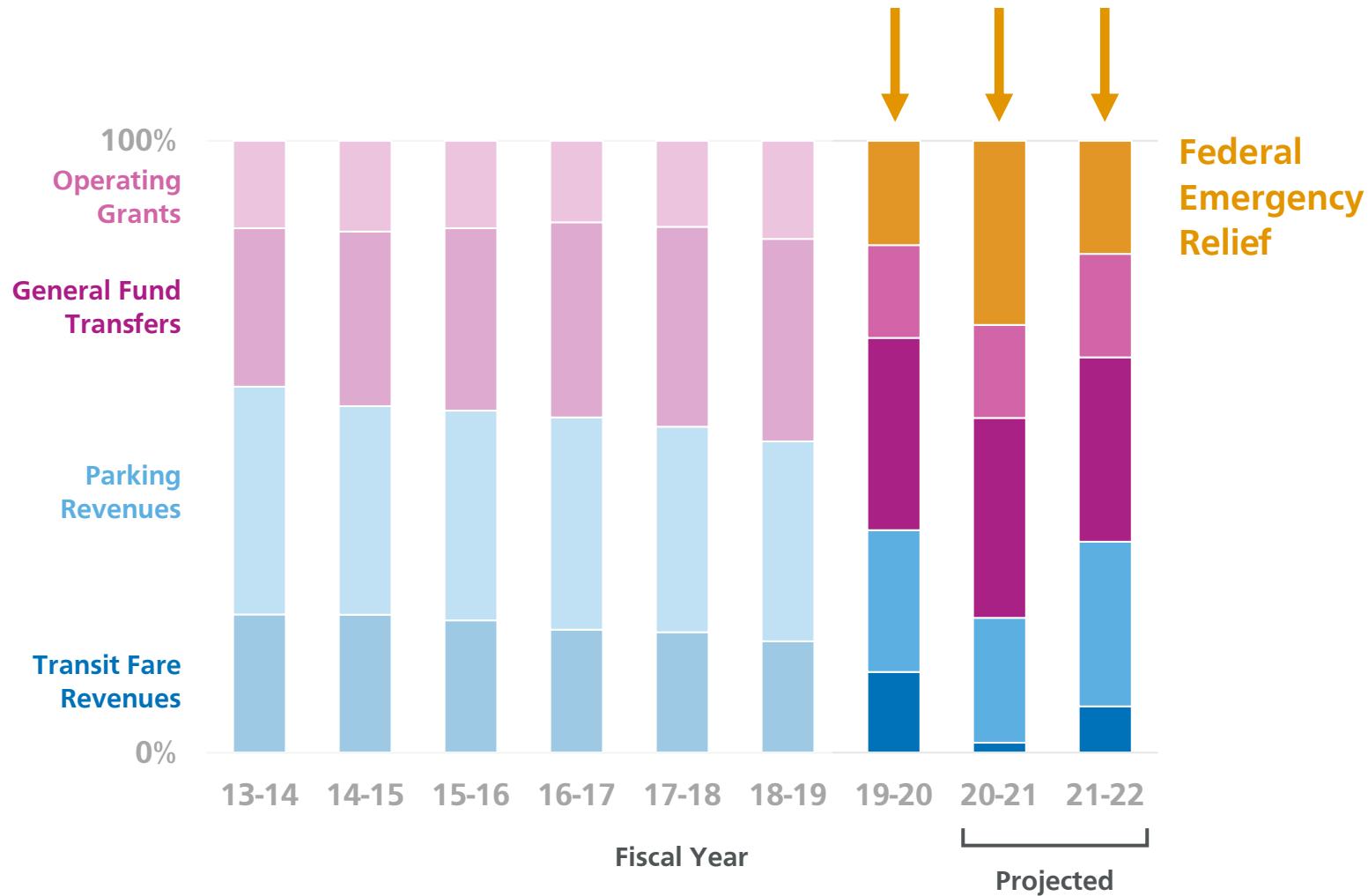
What should Muni service be in Winter 2022?

September 22, 2021

COVID devastated 2 of our 3 biggest revenue sources

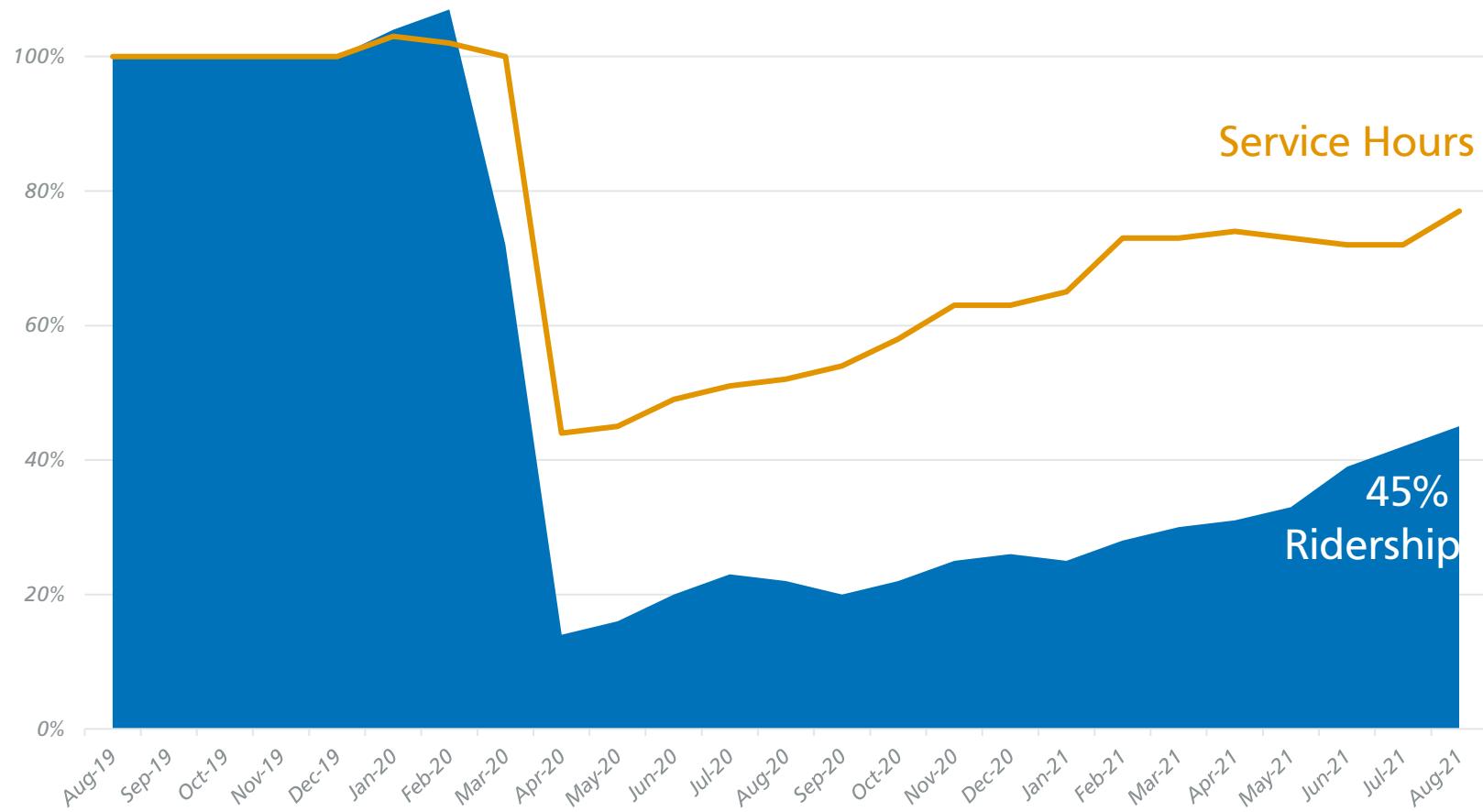


Federal relief covers 2 years of losses, but Controller's office expects losses through 2025. We need new revenue



Weekday Service Levels + Ridership

Service hours and ridership have been brought back, slowly and methodically



Winter 2022 Network Plan

- Provides three alternatives with same level of resources
- Reallocates resources within corridors/neighborhoods
- Resource-constrained plan for early 2022
- To be followed by expanded plan assuming additional revenue in winter/spring 2022

Today's Muni

- Only 7 all-day lines remain suspended
- Now at ~75% of pre-COVID hours
- Busy hiring & training staff & will engage public on next round of service restoration
- At same time, pursuing long-term funding

Today's Muni

In March 2020, Muni reduced service, creating a Muni Core Service Network. Since then, we...

- Restored Muni service that previously existed
- Added service in busy corridors (e.g., Mission & Potrero)
- Created new Muni lines (e.g., 15 & 58)
- Modified existing lines
- Focused improvements in neighborhoods identified by the Muni Service Equity Strategy



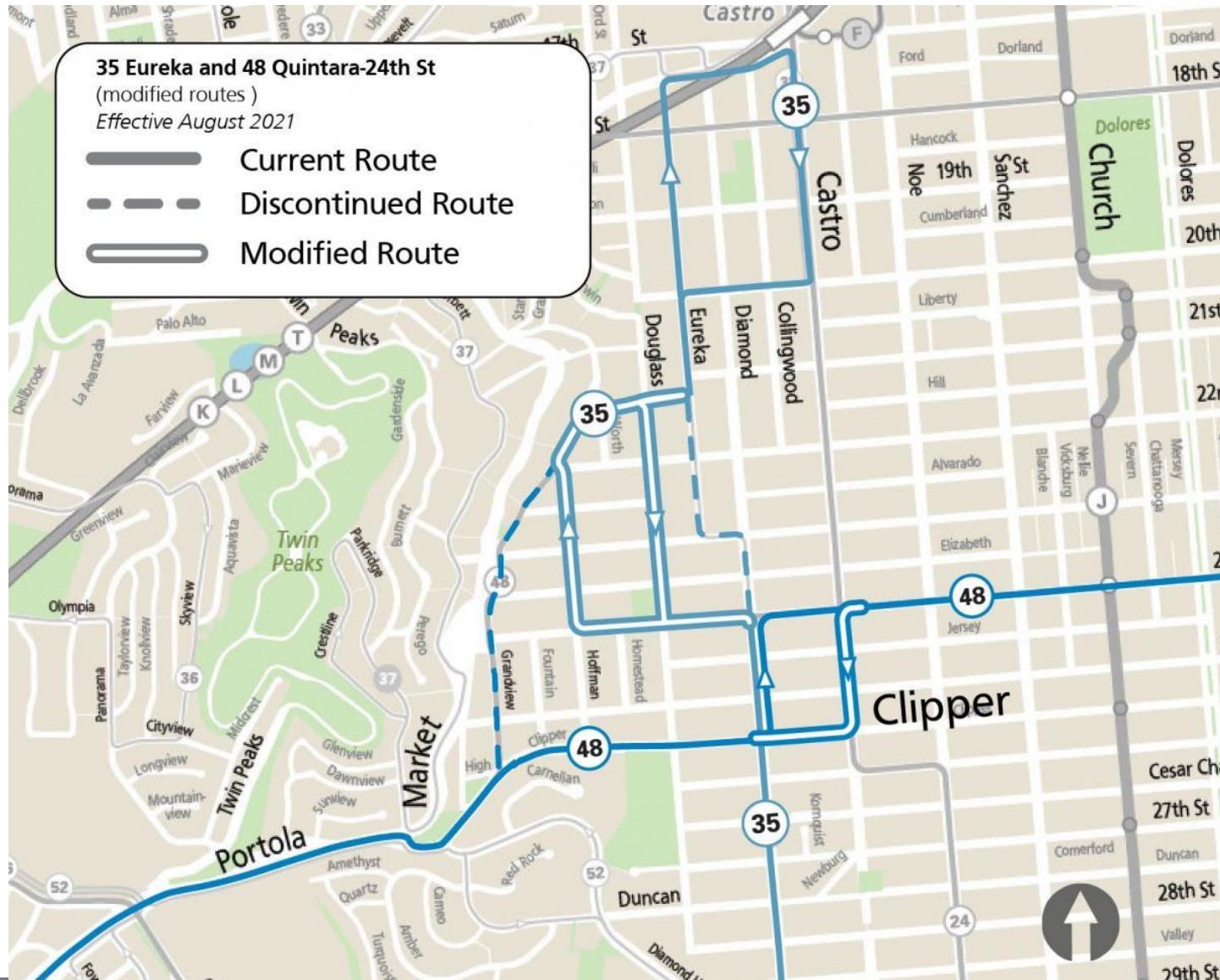
Modified Lines

- During COVID, we made some changes to existing routes:
 - J Church
 - 23 Monterey, 57 Parkmerced
 - 31 Balboa
 - 35 Eureka, 48 Quintara/24th Street
 - 43 Masonic
 - 52 Excelsior, 66 Quintara

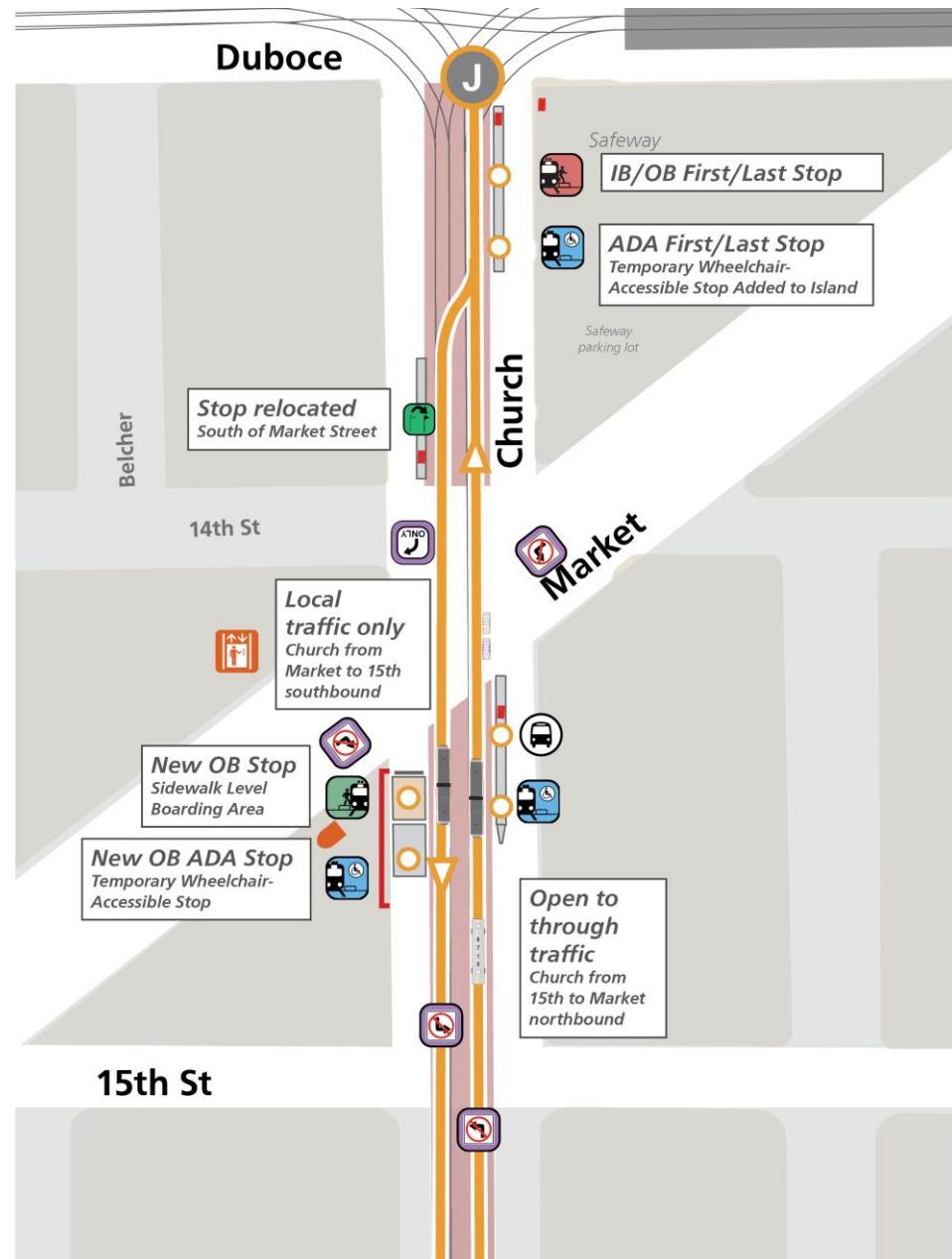
23 Monterey, 57 Parkmerced



35 Eureka, 48 Quintara/24th St



J Church



Muni Service as of August 2021

- Only 7 all-day lines no longer operating
- Now at ~75% of pre-COVID hours
- Busy hiring & training staff & will engage public on next round of service restoration
- At same time, pursuing long-term funding



3 Alternatives for Muni Service

Familiar scenario

All-day pre-pandemic Muni routes restored

Frequent scenario

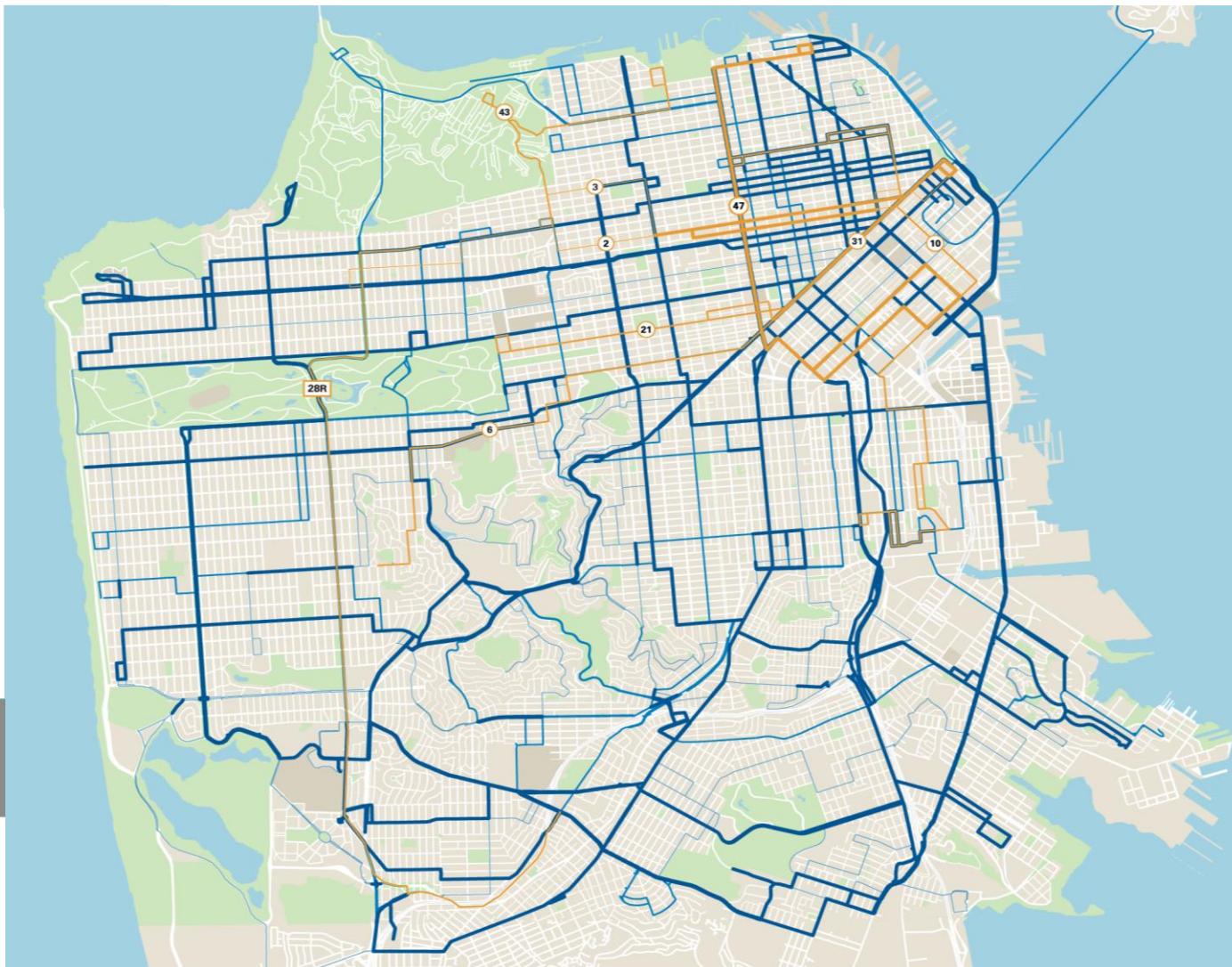
Service increased on high ridership Muni lines, decreasing wait times and crowding, and not restoring five of the seven routes.

Hybrid scenario

Aims to balance the Familiar and Frequent and does not restore two of the seven routes that have not been yet.

All-day bus routes & route segments not yet restored

- Existing network (line width indicates frequency)
- 2019 service not yet restored



2022 Muni Service Network

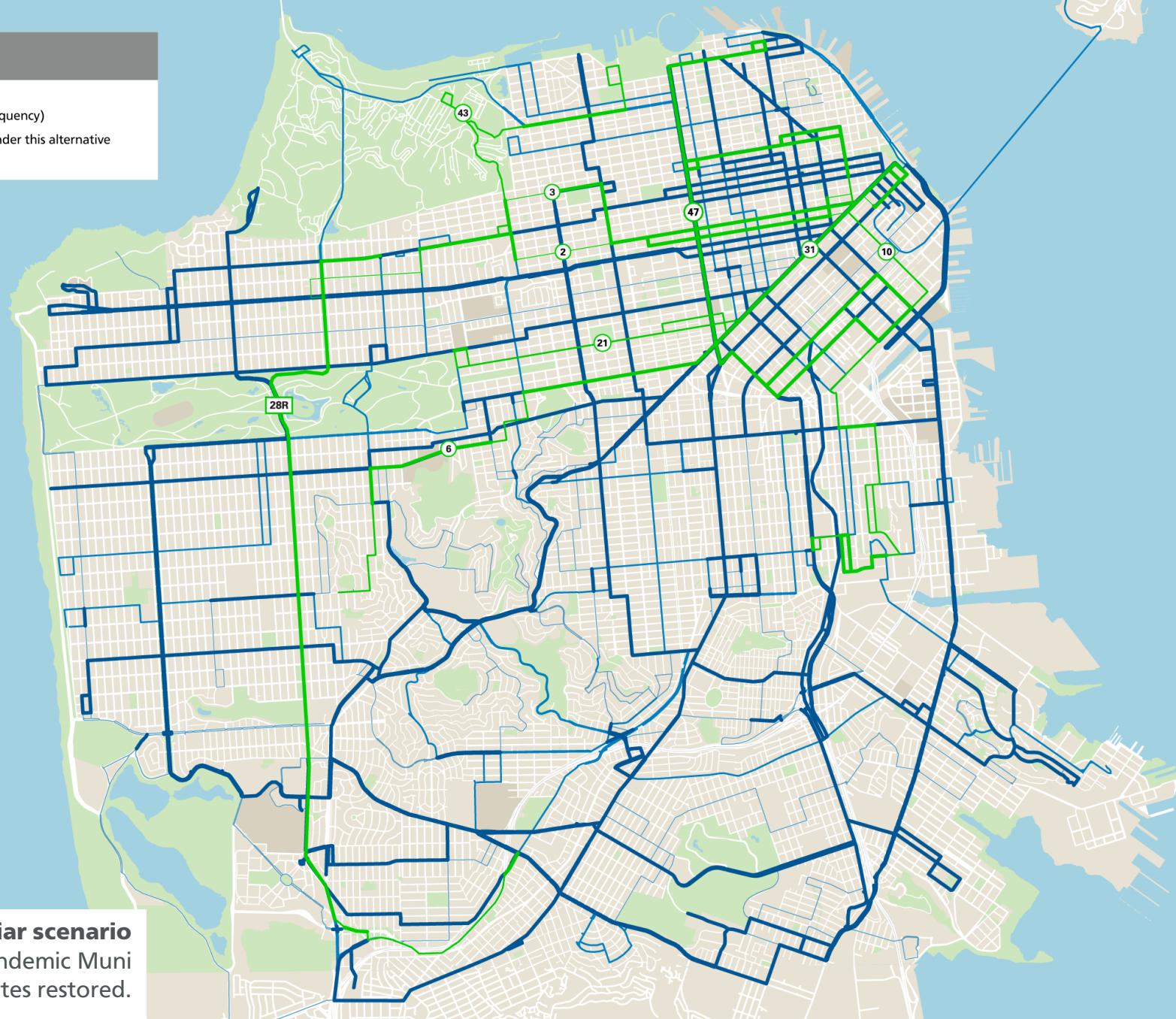
All 3 scenarios will...

- **Increase Muni service by 10%**
- **Cost the same amount of money and use the same amount of resources**
- **Retain all-day service within two to three blocks of all Muni stops** that had all-day service before the pandemic.
- Bring back the **28R 19th Avenue Rapid** every 10 minutes.
- **Extend the 43 Masonic** with different options for where it goes.
- **Bring Back the 10 Townsend**, with different options for where it goes downtown.
- Balance **frequency** and **access** in different ways



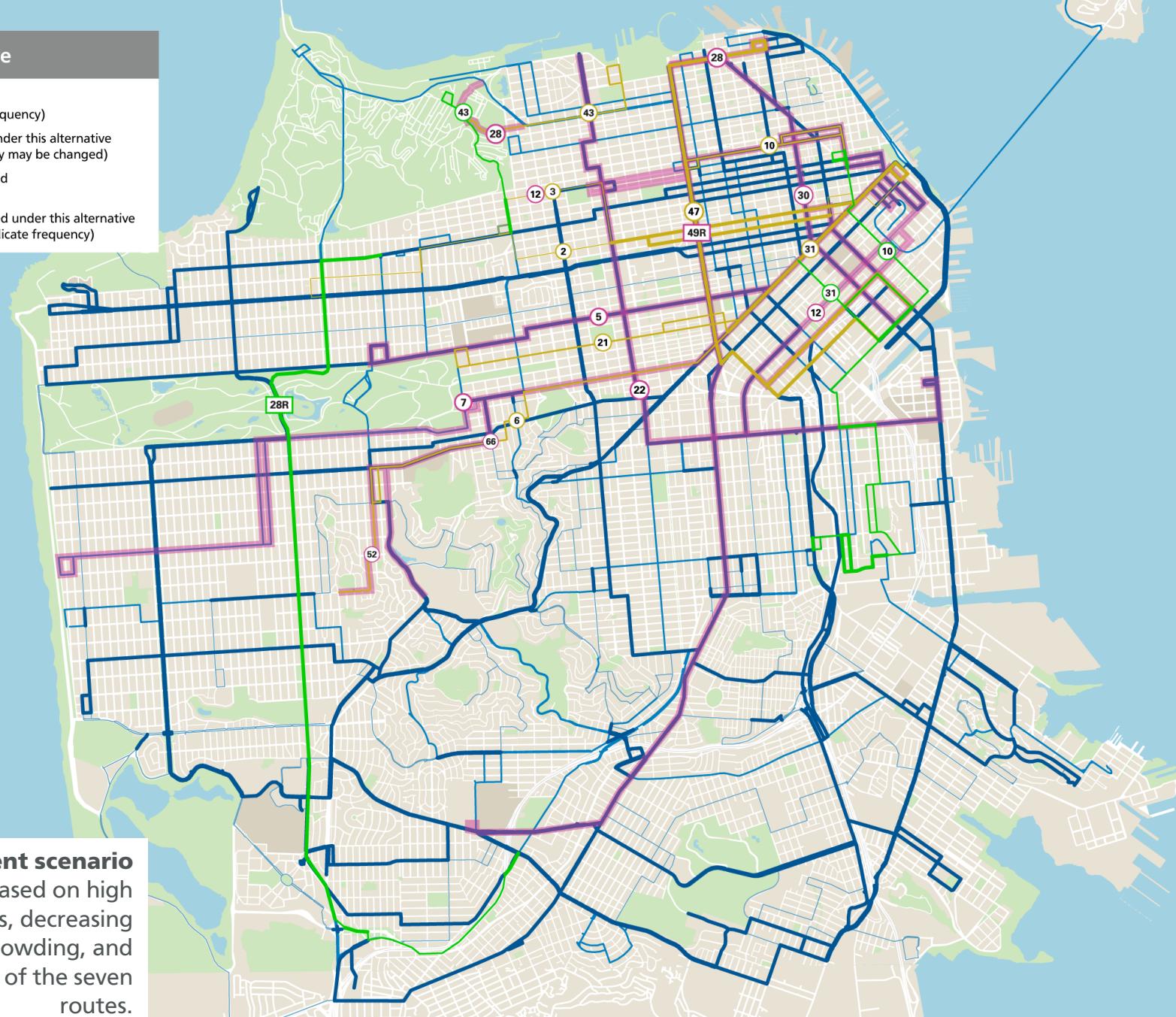
Familiar Alternative

- Existing network
(line width indicates frequency)
- 2019 service restored under this alternative



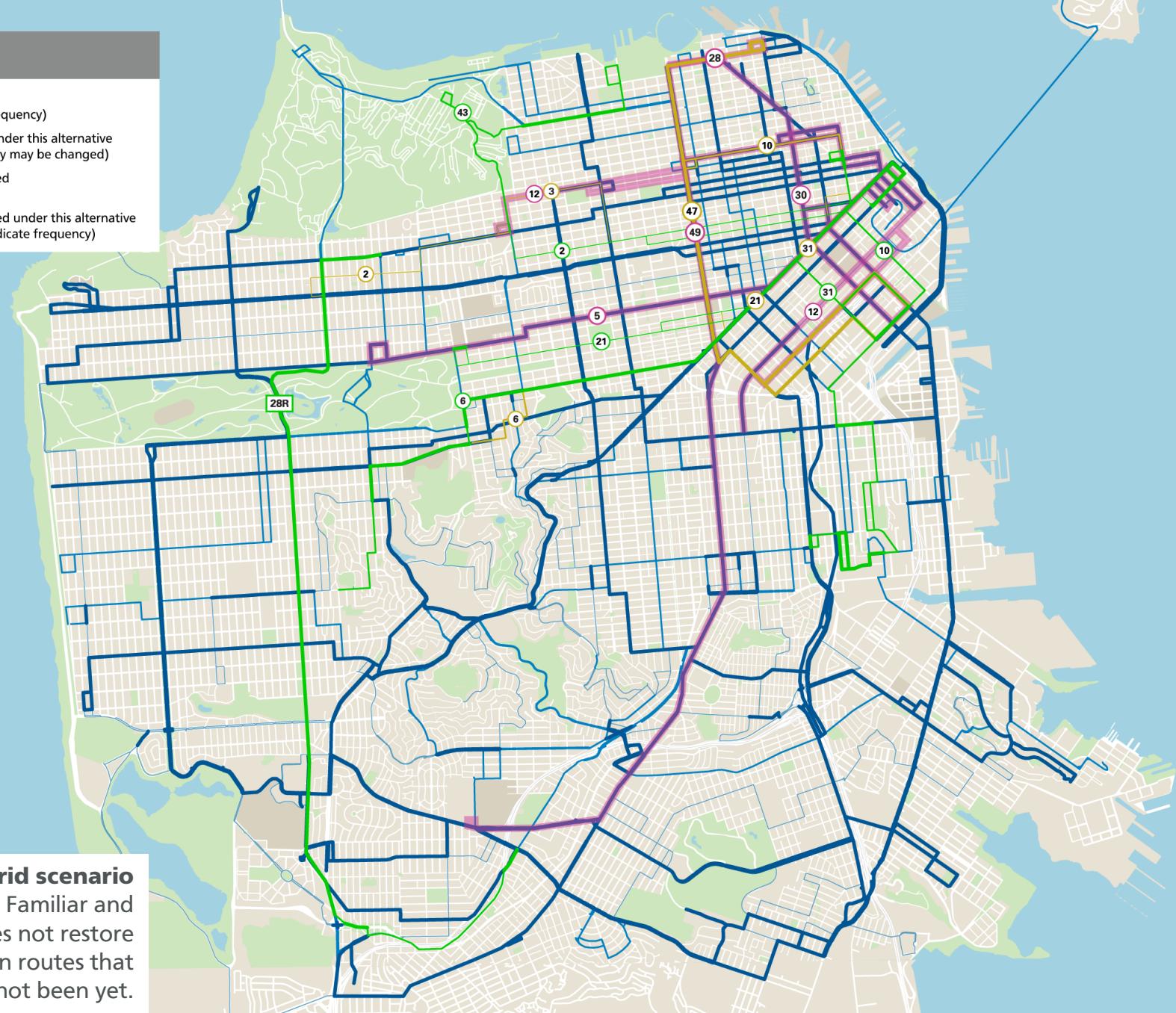
Frequent Alternative

- Existing network (line width indicates frequency)
- 2019 service restored under this alternative (route and/or frequency may be changed)
- 2019 service not restored under this alternative
- Existing service improved under this alternative (line width does not indicate frequency)



Hybrid Alternative

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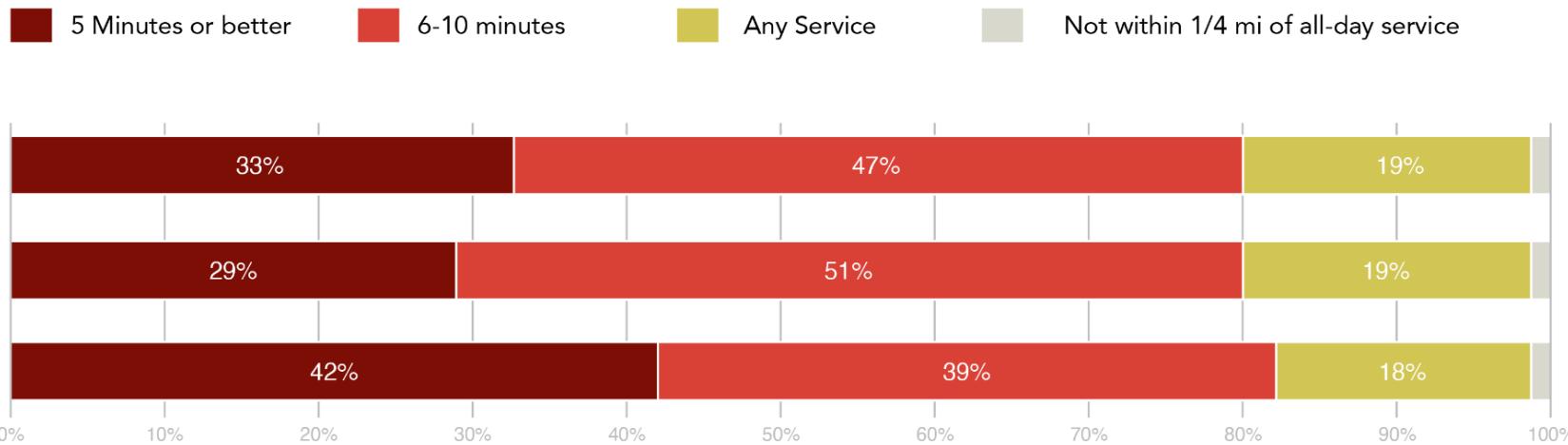
Why the Winter 2022 Plan Process?

- Riders care most about three things:
 - Reliability of service
 - Frequency
 - Access to destinations
- **Reliability** being addressed through the Muni Forward program, but ...
- This process is designed to identify a Winter 2022 service network focused on **frequency** and **access** to destinations, with constrained resources

Access to Frequent Transit

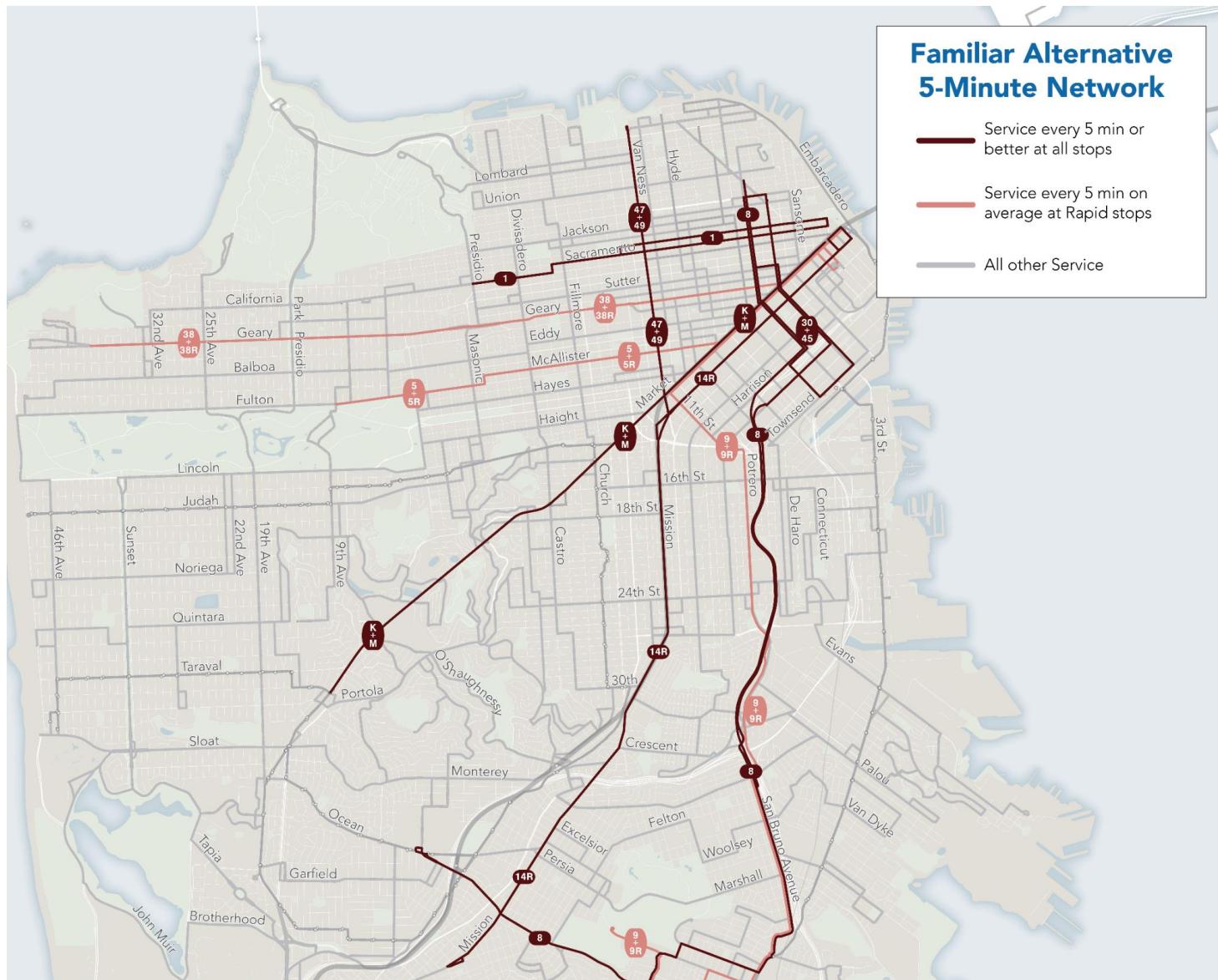
Residents near Transit

Percentage of residents in San Francisco within 1/4 mi of a bus or rail stop with service every...

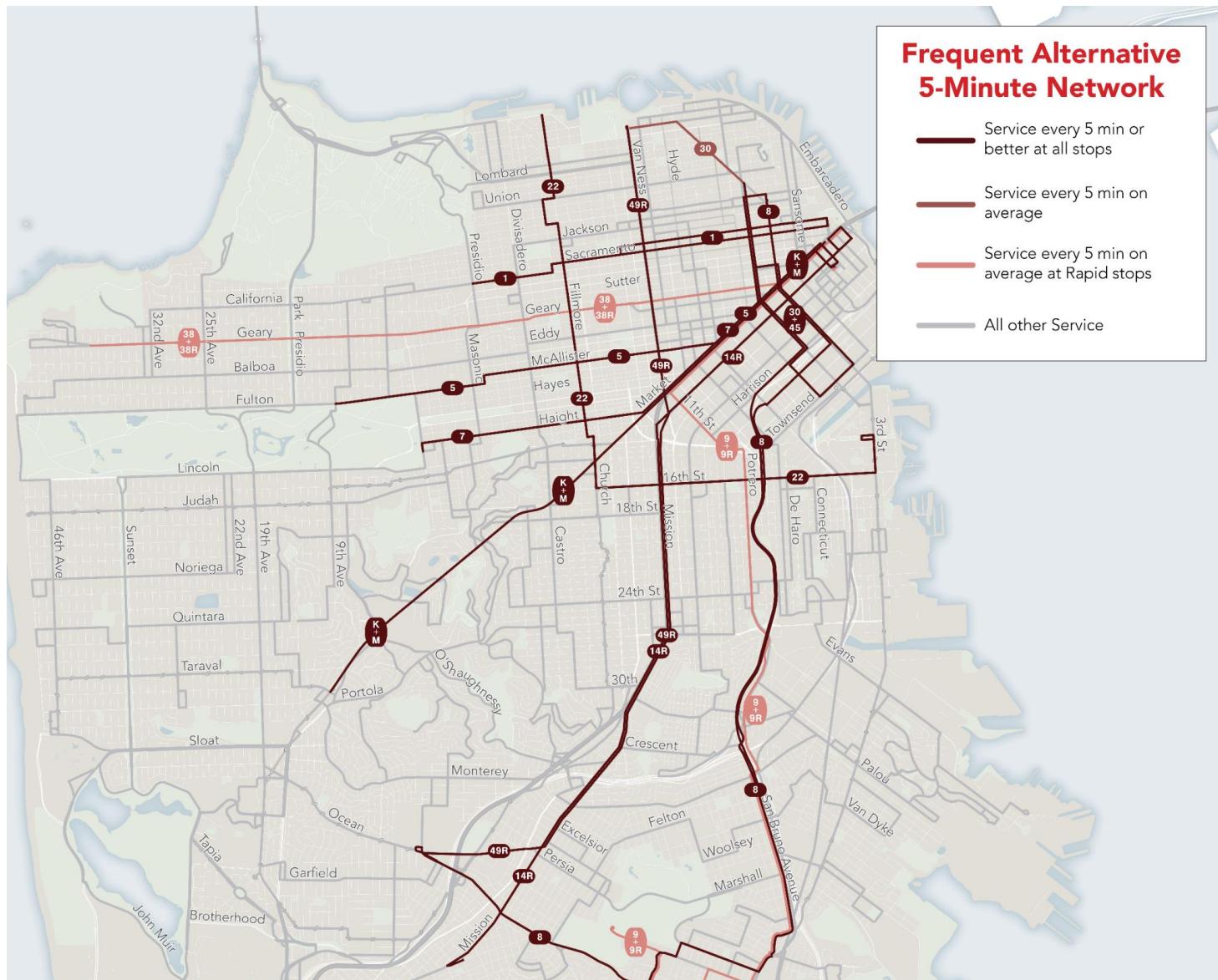


Note: Proximity is measured as being located within 1/4 mile walk of a bus or rail stop.

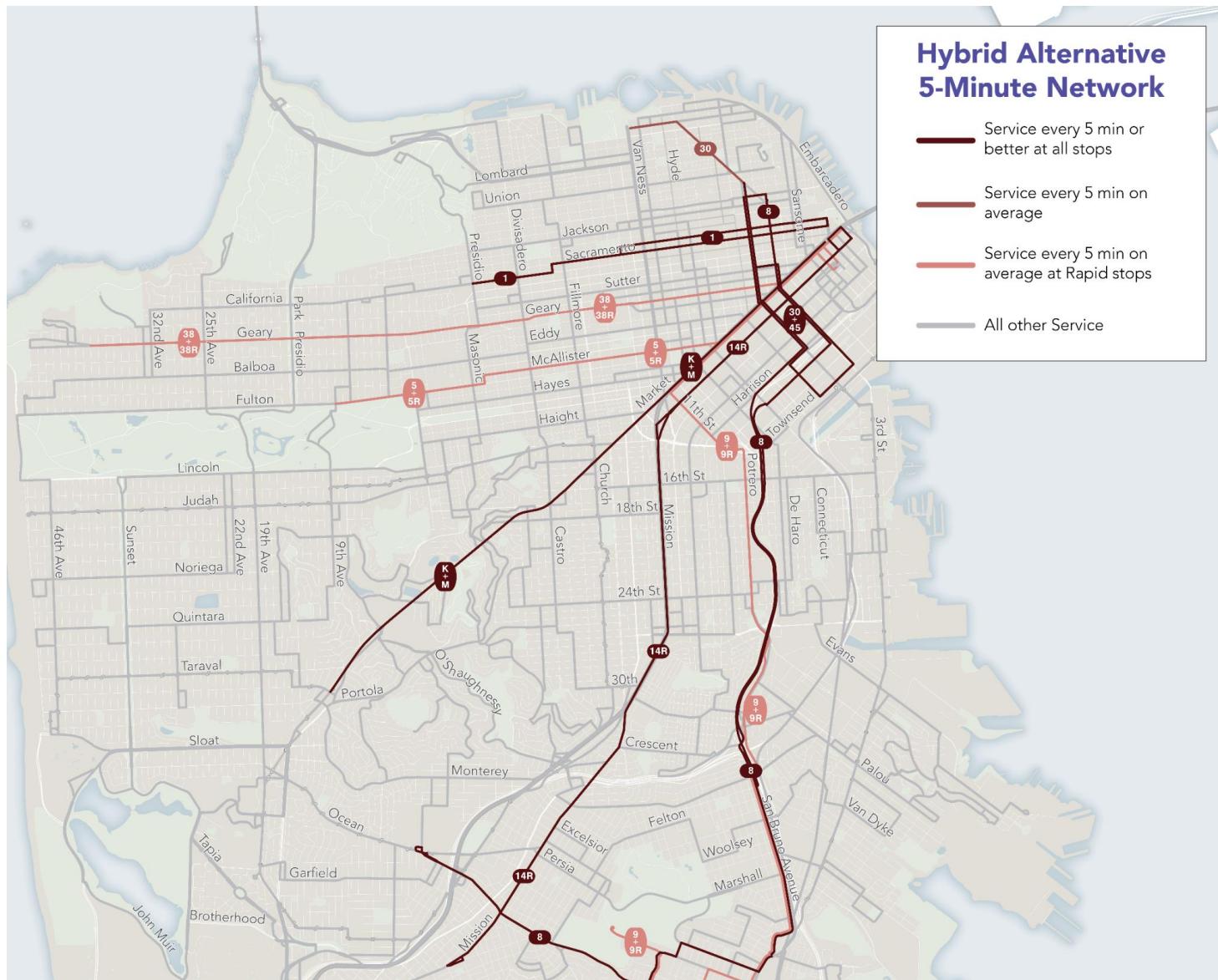
What a 5-Minute Network would look like



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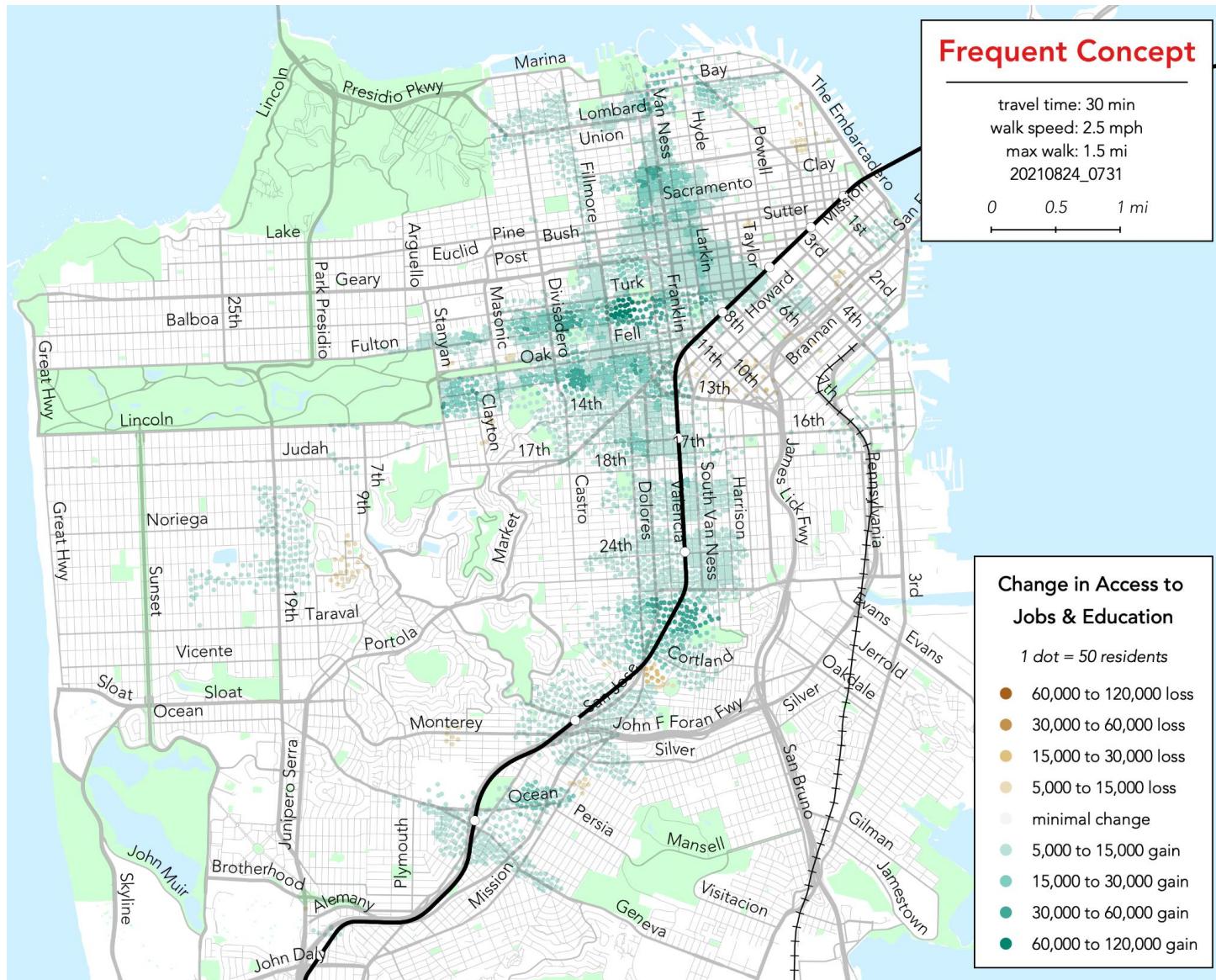


5-Minute Network Vision

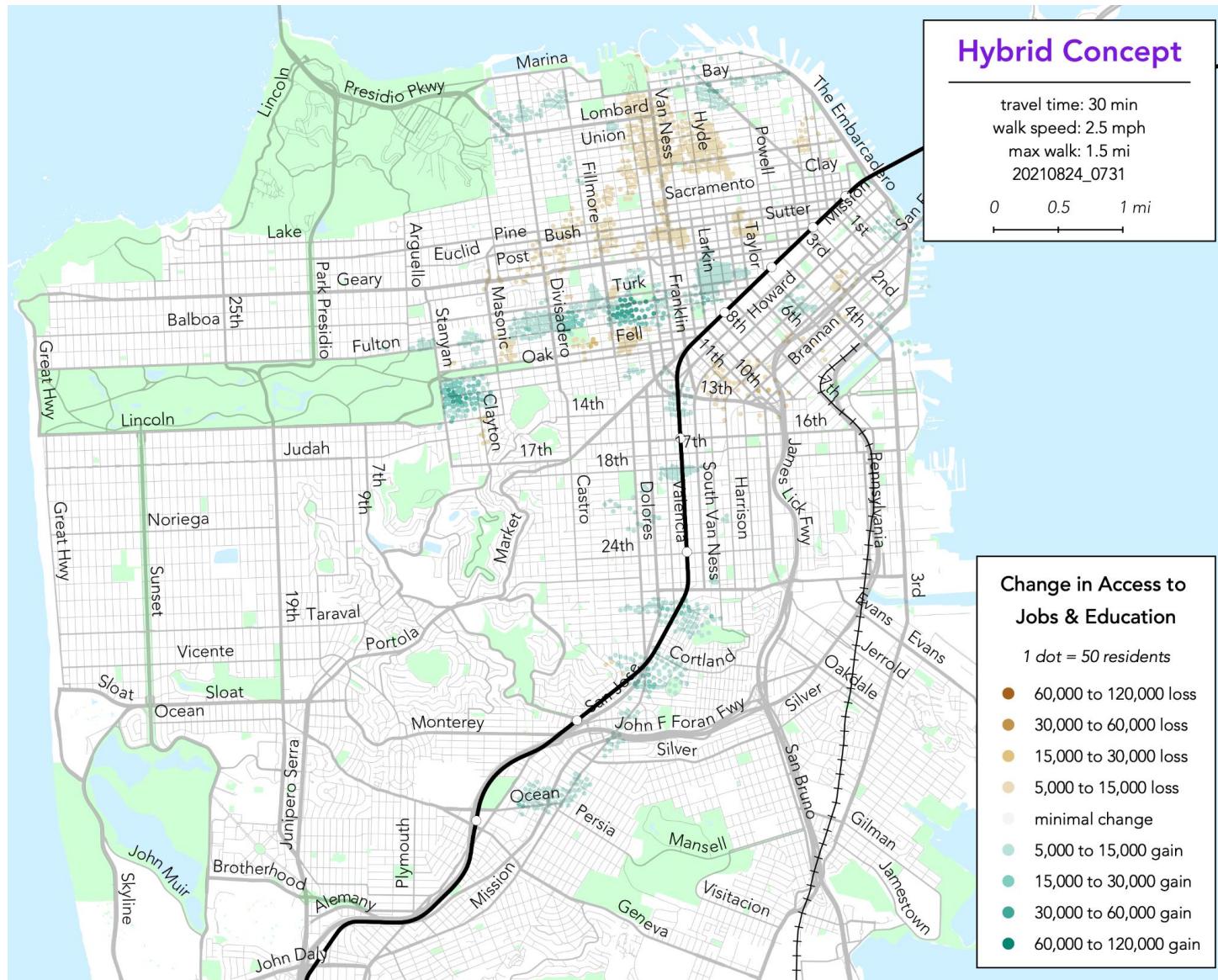
Learn more at
www.ConnectSF.org



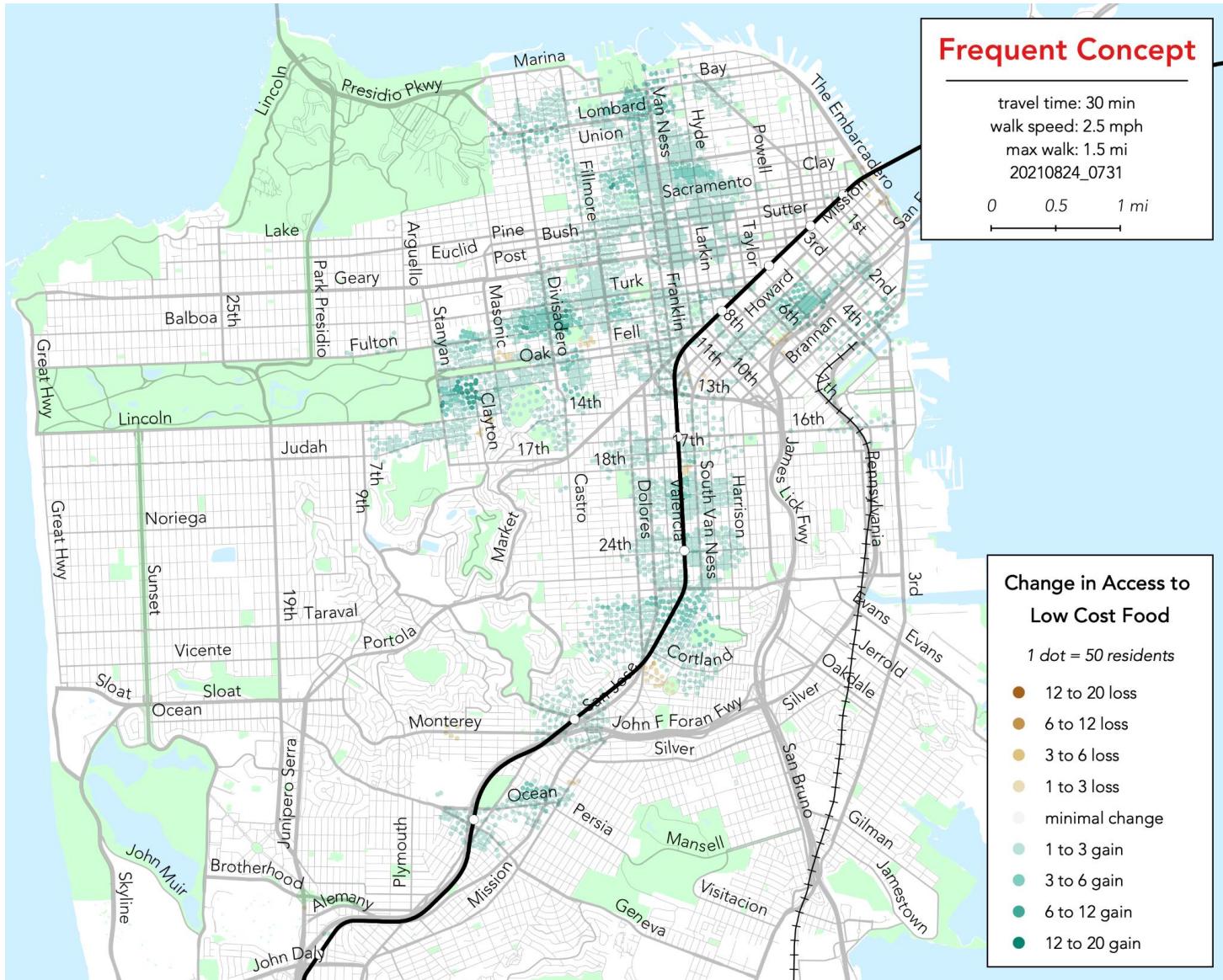
Connections to Jobs and Education



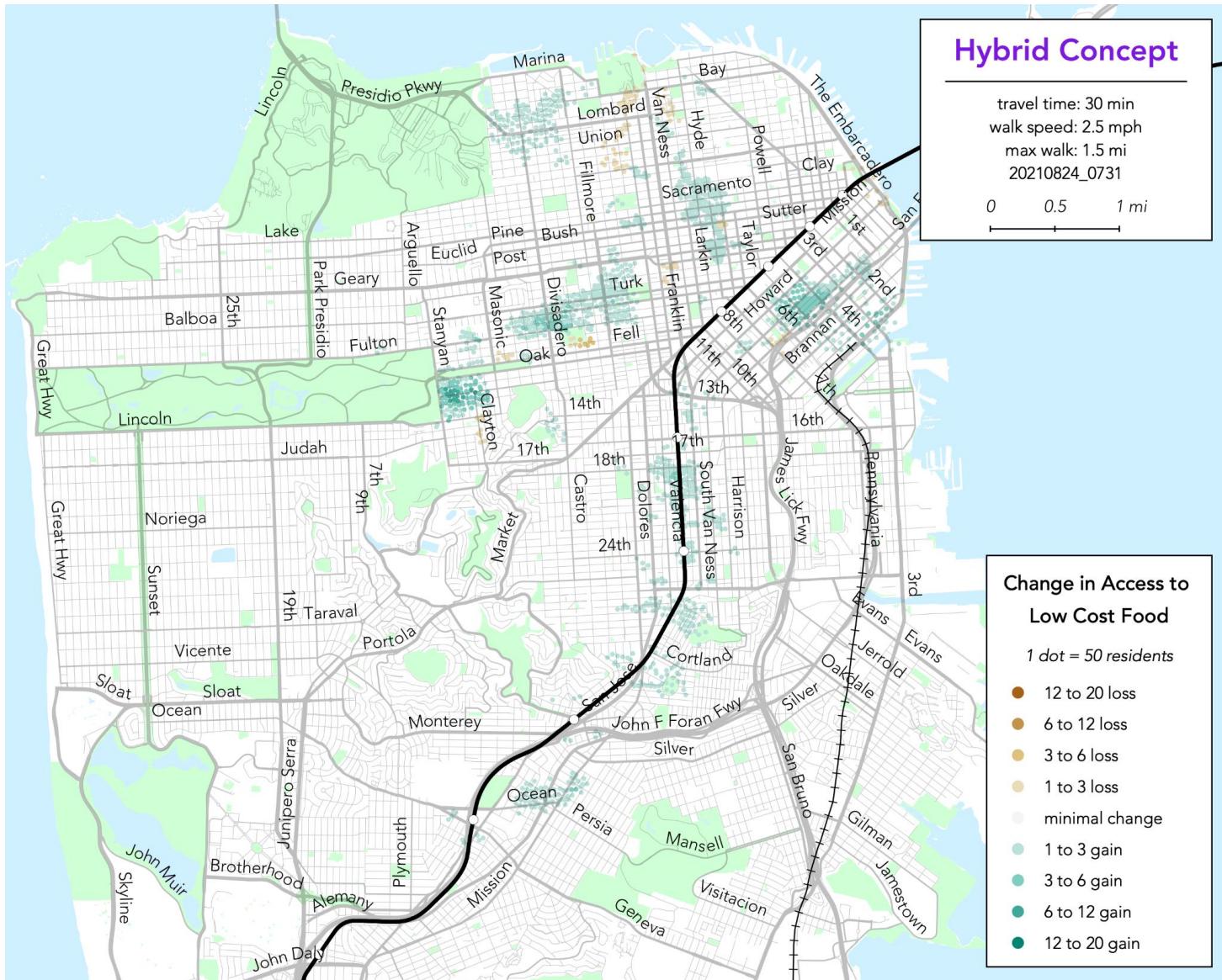
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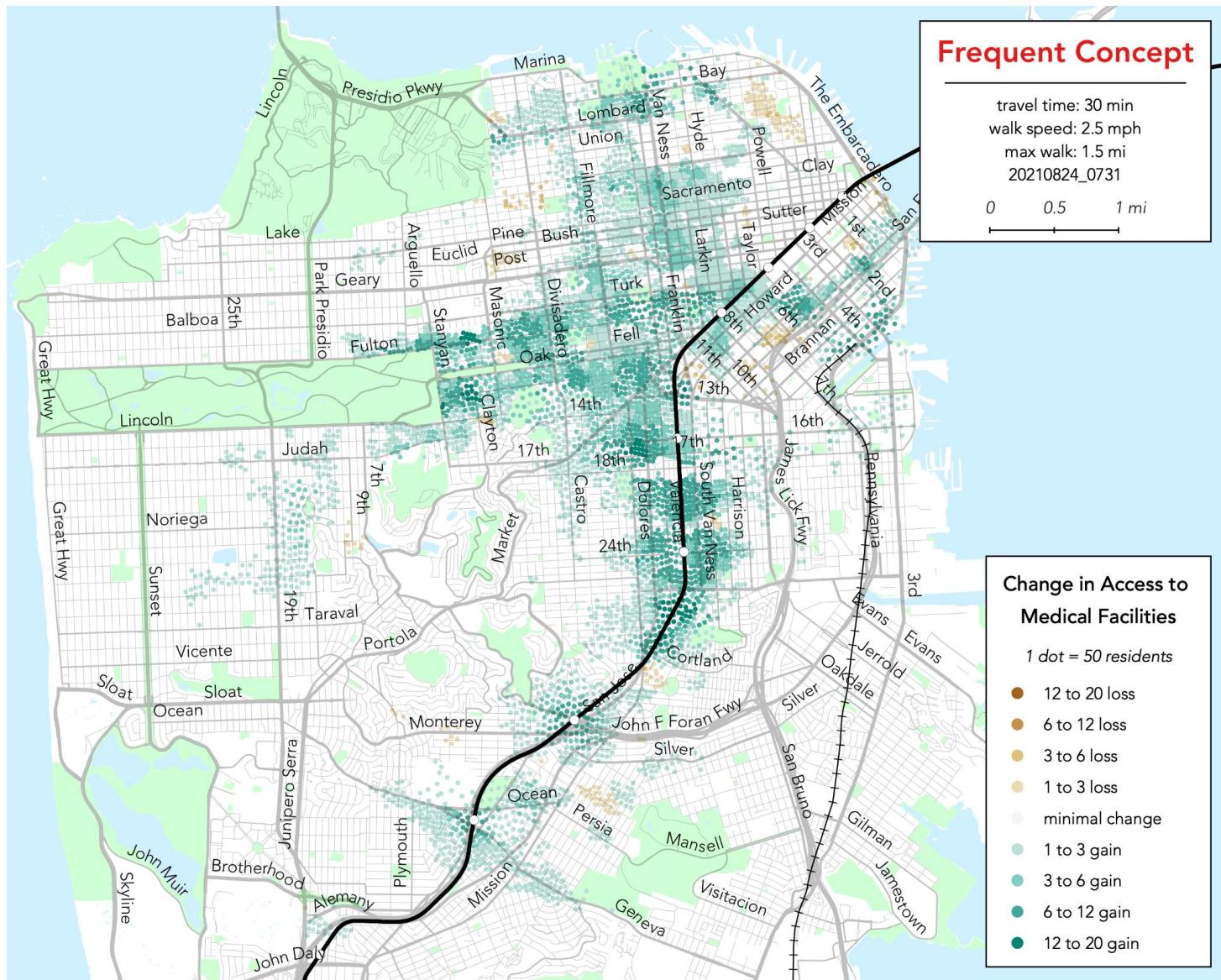
Connections to Low-Cost Food



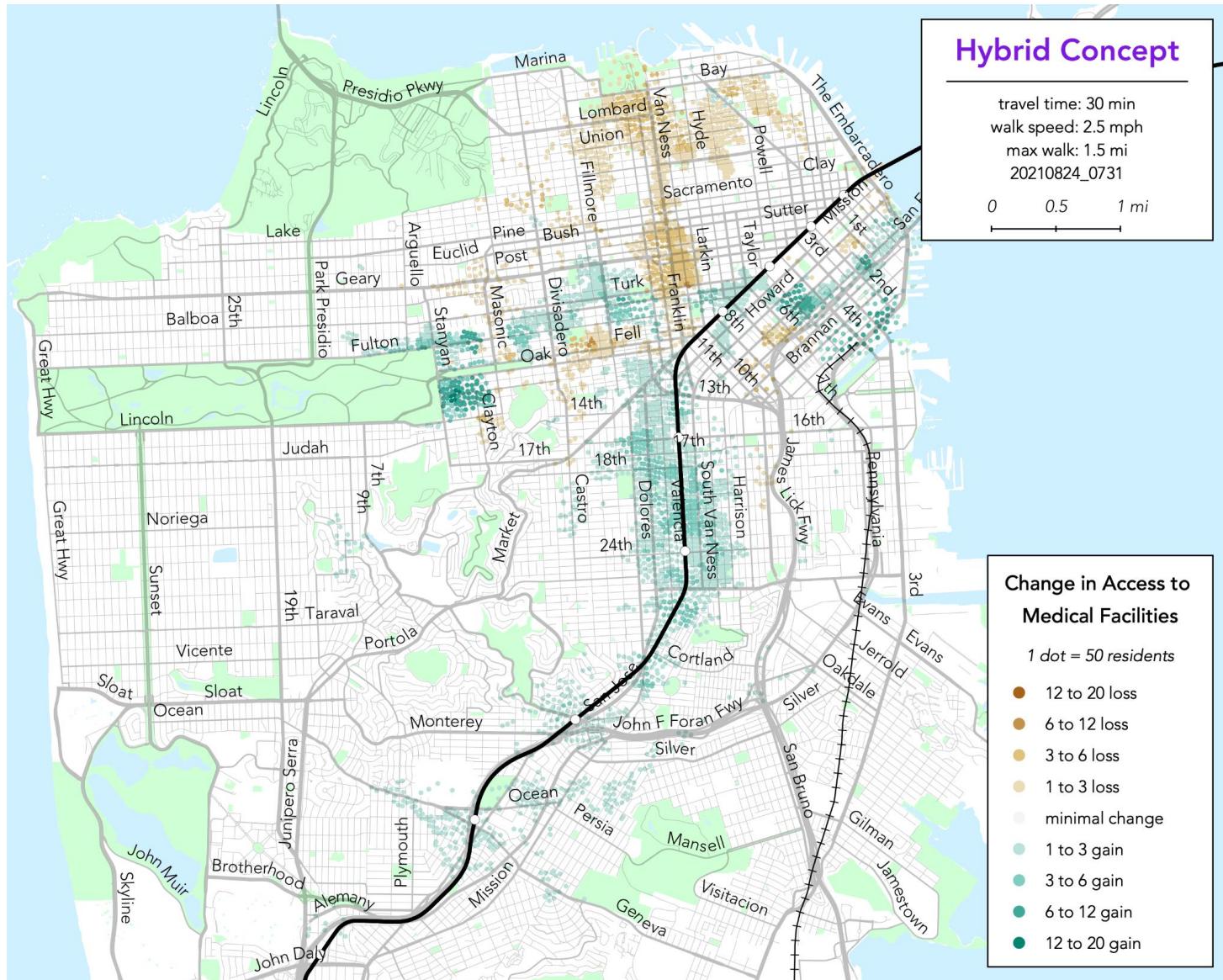
Connections to Low-Cost Food



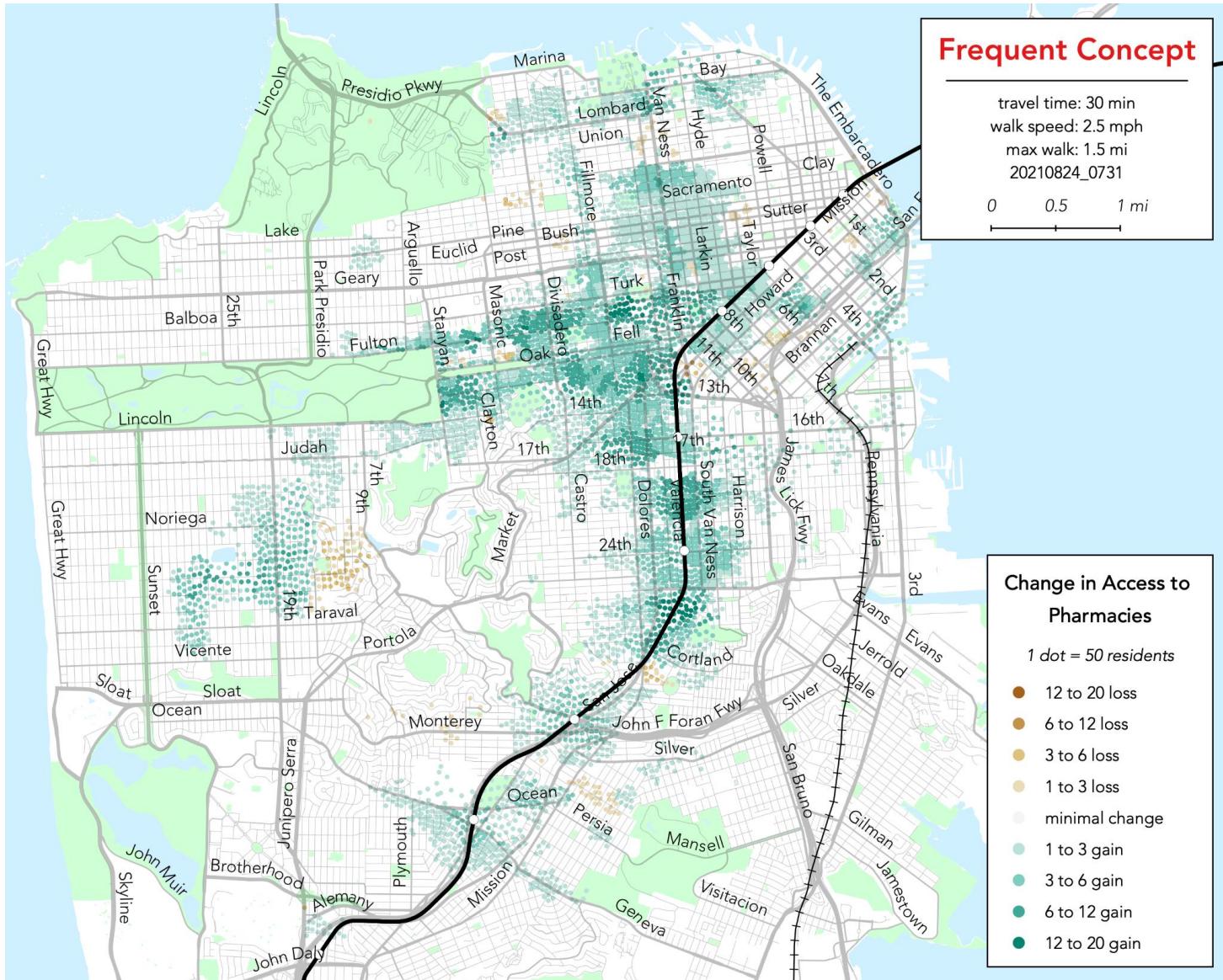
Connections to Medical Facilities



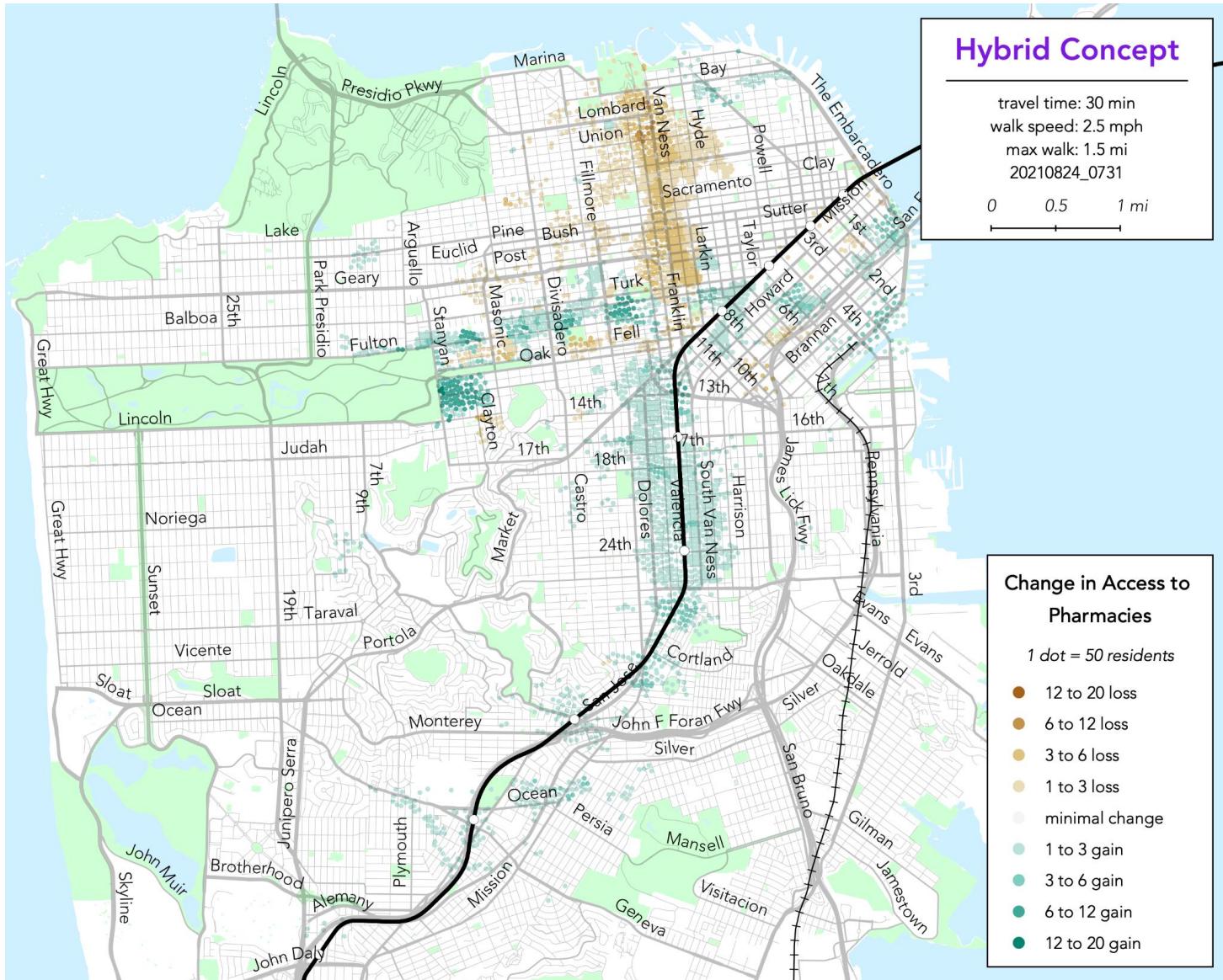
Connections to Medical Facilities



Connections to Pharmacies



Connections to Pharmacies



Community Outreach

- Virtual open house and office hours series in September and October (interpreters available)
- Multilingual online StoryMap, including multichannel survey to collect feedback
- Briefings with key stakeholders, neighborhood associations and community-based organizations
- Multilingual posters at key locations across the city
- Multilingual media outreach
- Emails to stakeholders
- Blog and social media postings



Community Outreach

As of September 22:

- Over 2,600 survey responses (since Sept. 3)
- Over 30 stakeholder meetings held
- Thousands of posters hung at 650 locations city-wide
- Approx. 200 surveys and info distributed at neighborhood festivals
- Thousands of email and text notices
- Over 800 project update subscribers added

Outreach Timeline

July – August	September – October	October – November	November-December
<p>Initiate Stakeholder Engagement</p> <p>Three network-wide scenarios are finalized and presented to the public for feedback</p> <p>Involve stakeholders in identifying challenges and concerns, refine scenarios</p>	<p>Involve stakeholders to determine which scenario best suits San Francisco's needs</p> <p>Feedback collected and incorporated</p> <p>Outreach on specific corridors (as needed)</p> <p>Feedback gathered, paired with transit data, used to develop proposal for 2022 Muni Service Network</p>	<p>A proposal for the 2022 Muni Service Network is presented and provides details about how public feedback influenced the proposal</p> <p>The proposal is refined through consultation with stakeholders</p>	<p>Proposal presented to SFMTA Board to consider for approval. (With public's input)</p> <p>Approved schedule finalized and put through service change process</p>

How do I give my feedback to the SFMTA?

- Review the three scenarios for 2022 Muni service at **SFMTA.com/2022Network**
- Take the 2022 Muni service network survey online or by phone
- Attend one of 3 virtual open houses for a formal presentation plus Q&A (interpretation available upon request with 48-hours notice)
 - September 18, 11 a.m.
 - September 22, 6 p.m.
 - **September 23, 11 a.m.**
- Have your questions answered by staff at office hours (No formal presentation, interpretation available upon request with 48-hours notice)
 - September 20, 11 a.m.
 - **September 23, 6 p.m.**
- Email TellMuni@SFMTA.com

Next Steps

- Implement Winter 2022 Service Plan
 - Continue outreach through the Fall
 - Return to SFMTA Board December 7, 2021, for approval
 - Expected implementation in February
 - For more information, visit
SFMTA.com/2022network
- Next phase of service expansion/restoration
 - Conduct outreach and planning
 - Seek additional funding

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More Ways to Comment

We will be ending the meeting soon, but you can continue to share your questions and comments:

- Email TellMuni@SFMTA.com
- Call our 2022 Muni Service Network hotline – 415.646.2005
- Take our survey at SFMTA.com/2022Network

More Ways to Comment

Thank you for attending today!

Join our next events:

Virtual Open House – Thursday, September 23 at 11 a.m.

Office Hours – Thursday, September 23 at 6 p.m.

Hayes Valley and Western Addition

5 Fulton, 6 Haight/Parnassus, 7 Haight/Noriega, 21 Hayes

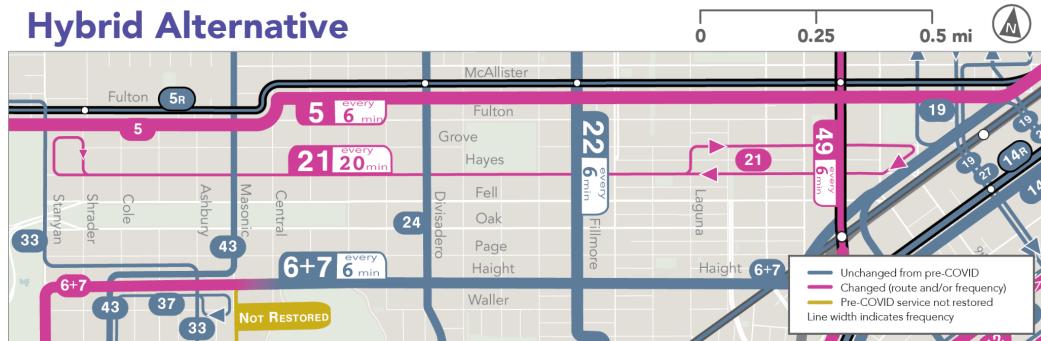
Familiar Alternative



Frequent Alternative



Hybrid Alternative

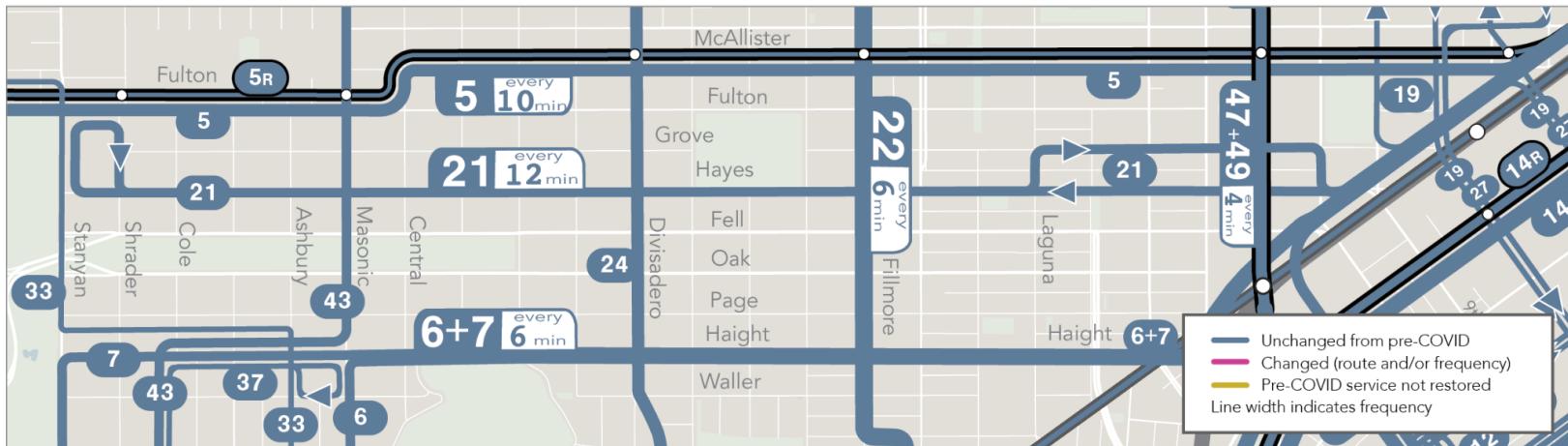


- 21 Hayes is 2-3 blocks from frequent service on Haight and McAllister streets
- By reducing or eliminating 21 Hayes, we can improve waiting times and crowding on the 5 Fulton and 7 Haight/Noriega.
- If the 21 Hayes is eliminated, and you're on Hayes Street, it's a hilly 3-4 block walk to the 5 Fulton or 7 Haight.

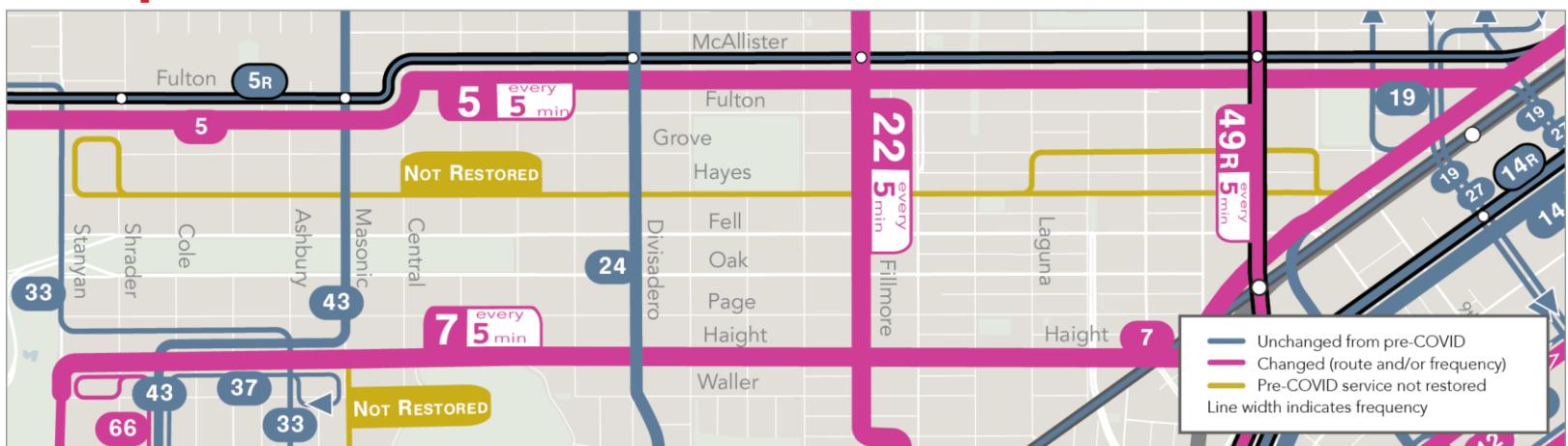
Hayes Valley and Western Addition

5 Fulton, 6 Haight/Parnassus, 7 Haight/Noriega, 21 Hayes

Familiar Alternative



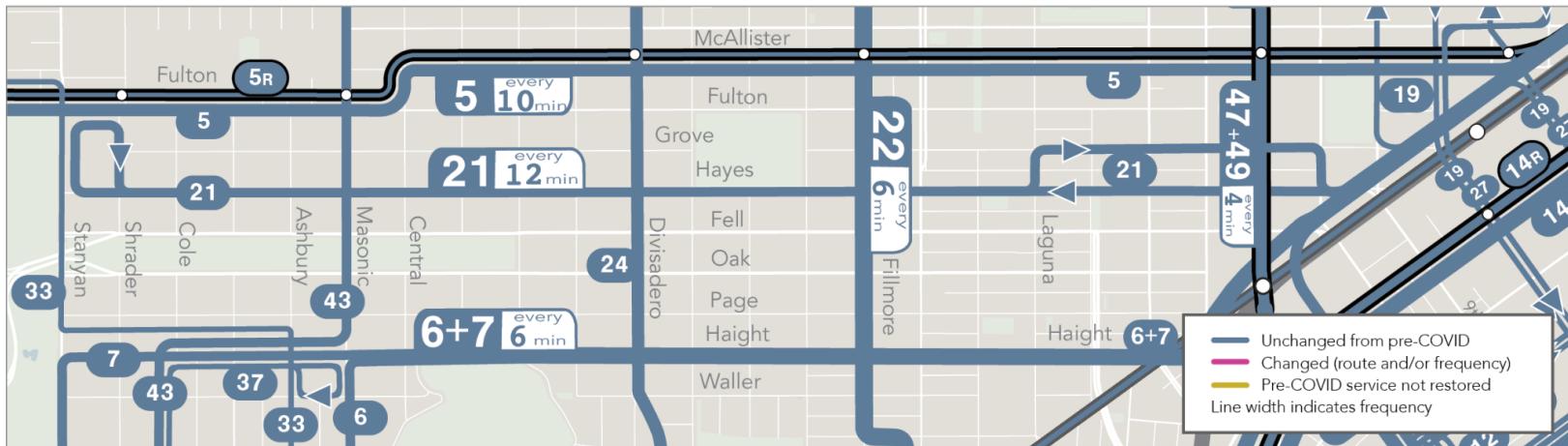
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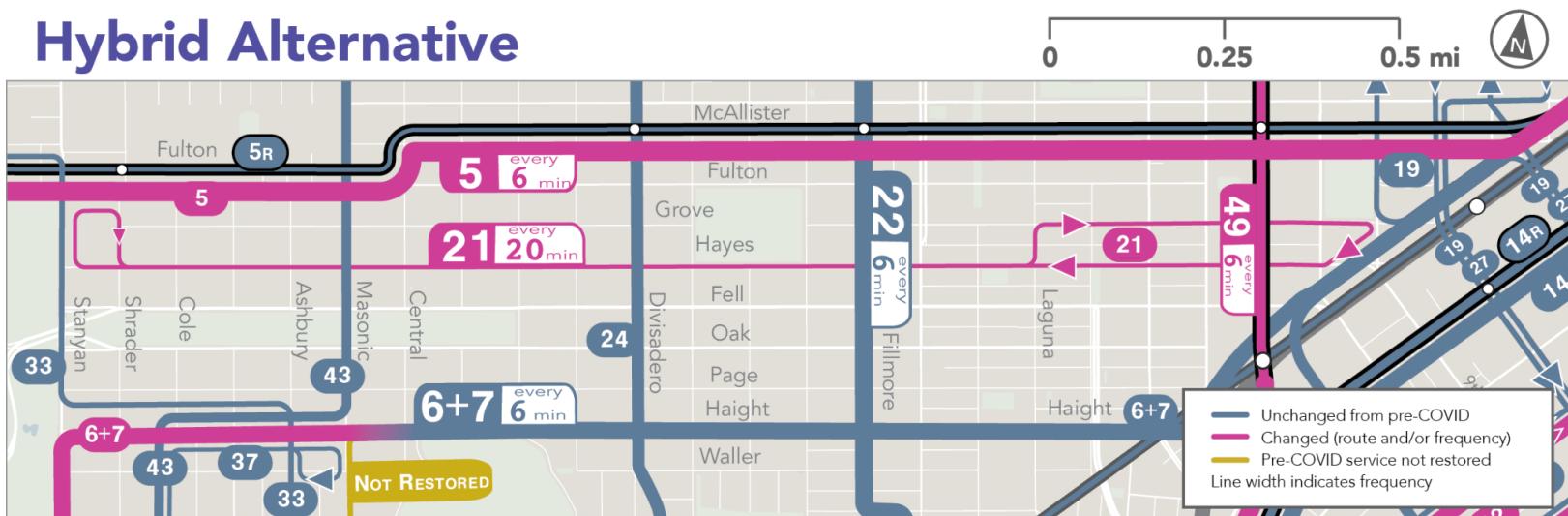
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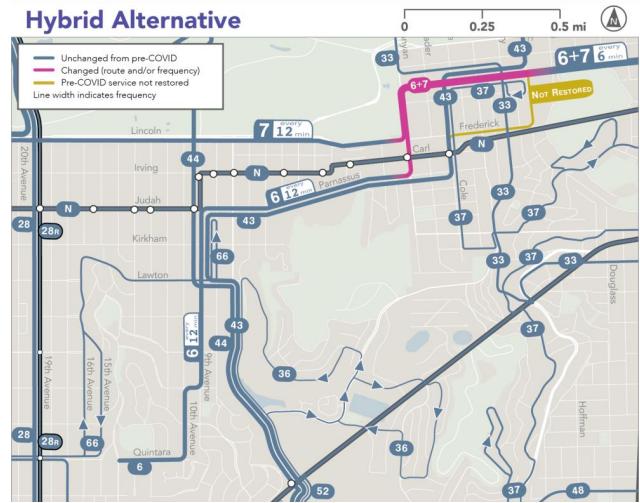
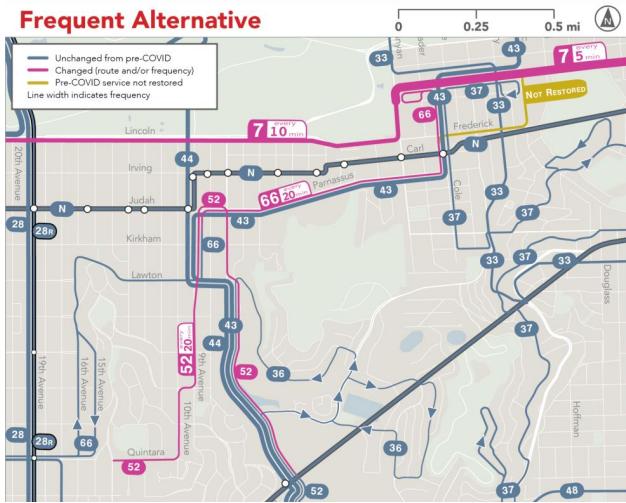
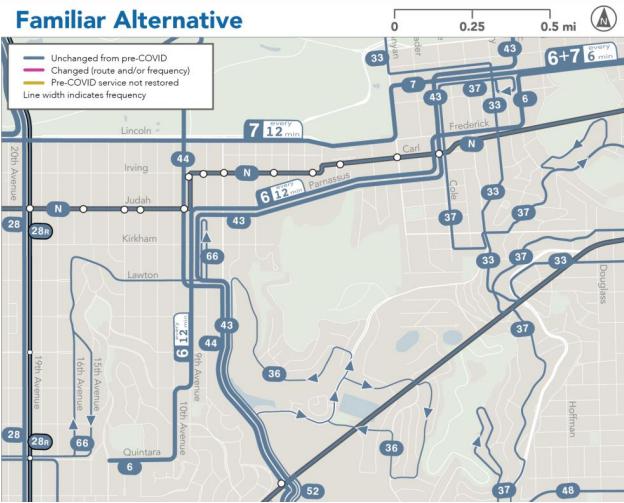
Hayes Valley and Western Addition

5 Fulton, 6 Haight/Parnassus, 7 Haight/Noriega, 21 Hayes

Location	Jobs + Education		Food Resources		Medical Facilities	
	Frequent	Hybrid	Frequent	Hybrid	Frequent	Hybrid
Hayes & Lyon	+2% 	-3% 	+2% 	-2% 	+8% 	+1% 
Grove & Laguna	0%	-7% 	+6% 	0%	0%	-2% 
Fell & Pierce	+11% 	-1% 	+11% 	-1% 	+5% 	-5% 
Area median	+8% 	-1% 	+9% 	+2% 	+5% 	0%

The Haight, Parnassus, Golden Gate Heights

6 Haight/Parnassus, 7 Haight/Noriega, 52 Excelsior, 66 Quintara



The 6 Haight/Parnassus is busy along Haight Street, around UCSF and at 9th and Irving. It is 1 block from frequent service at UCSF and in Cole Valley.

Demand along Haight Street is very high, so it's important to have frequent service there.

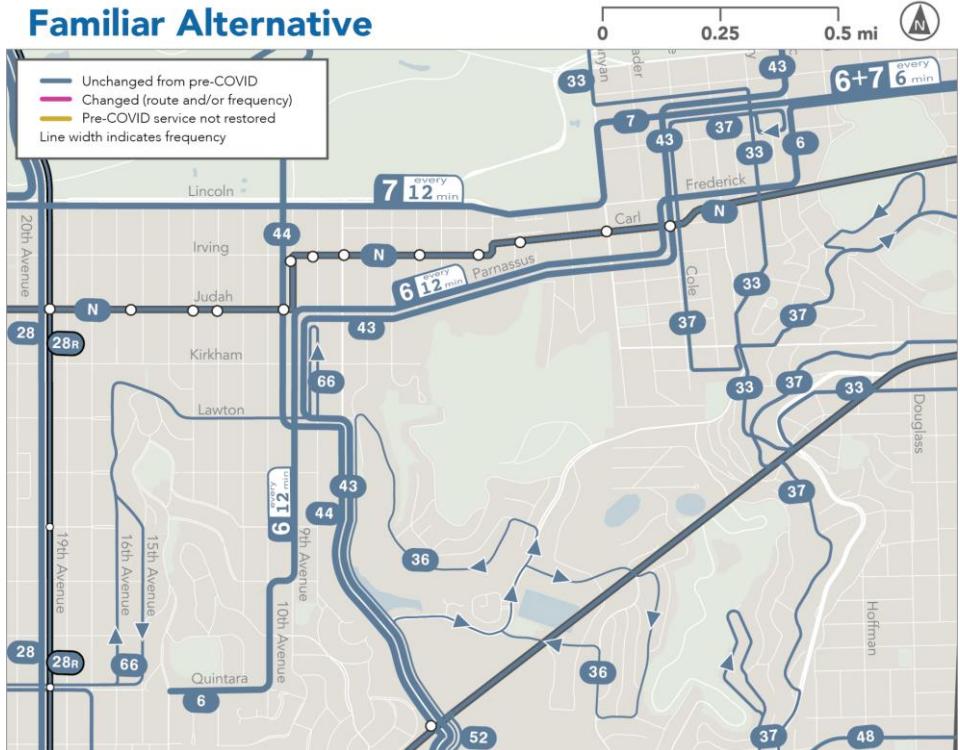
Ashbury Heights is served by the 33 Stanyan with connections to upper Market and the Mission.

Continue to cover Golden Gate Heights with the current 52 Excelsior, connects to Muni Metro at 9th and Judah and at Forest Hill.

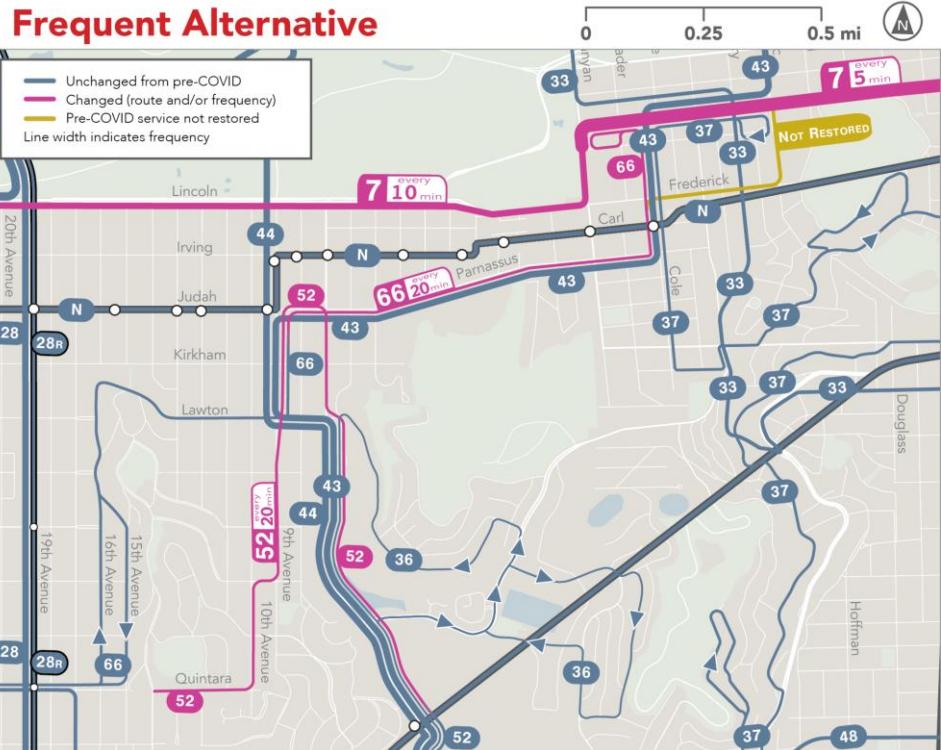
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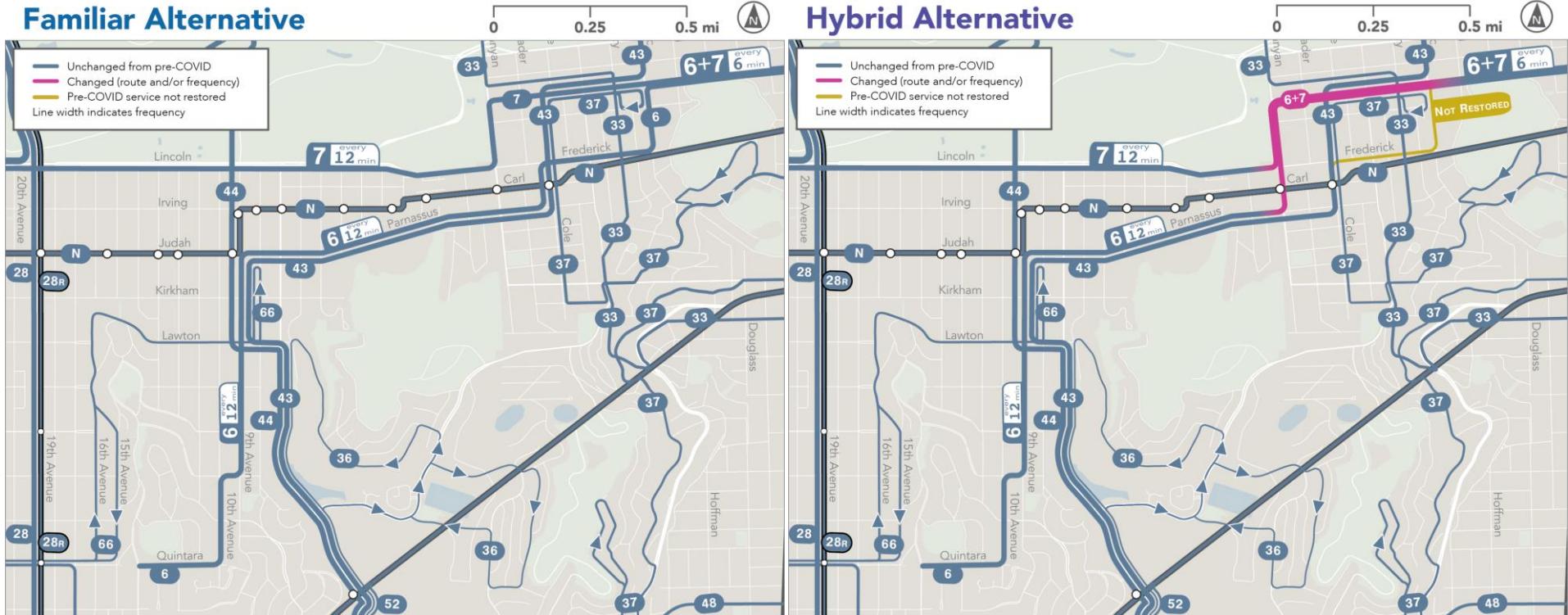


Frequent Alternative



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Location	Jobs + Education		Food Resources		Medical Facilities	
	Frequent	Hybrid	Frequent	Hybrid	Frequent	Hybrid
Haight & Stanyan	+18% 	+27% 	+24% 	+34% 	+28% 	+41% 
Cole & Parnassus	+3% 	0%	+10% 	+1% 	+10% 	0%
3rd & Parnassus (near UCSF)	+7% 	+1% 	+15% 	0%	+15% 	0%
9th & Judah	+2% 	+2% 	+2% 	0%	-1% 	0%
14th & Quintara	-5% 	0%	+1% 	+1% 	-1% 	+4% 
Ashbury & Frederick	0%	+4% 	+1% 	+5% 	0%	+5% 
Area median	+5% 	0%	+4% 	+1% 	+4% 	+1% 

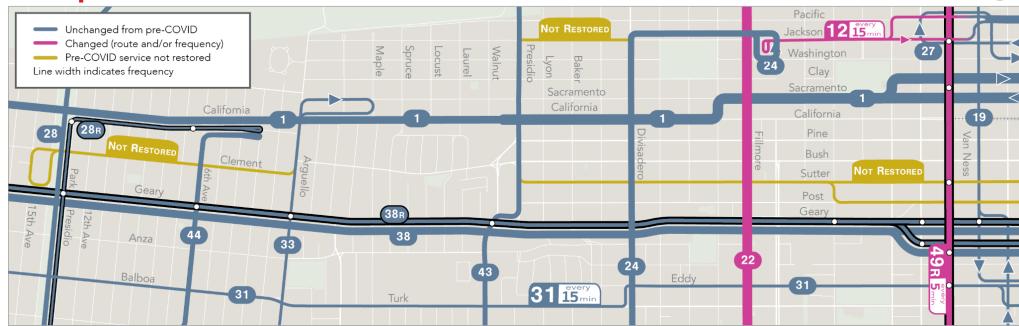
Post, Sutter, Clement, and Jackson Streets

2 Clement, 3 Jackson, 10 Townsend

Familiar Alternative



Frequent Alternative



Hybrid Alternative



In the Richmond District, do we need Muni service on Clement Street, just an eighth mile from service on both California Street and Geary Boulevard?

In Pacific Heights, could we serve the low-ridership 3 Jackson along Jackson Street differently?

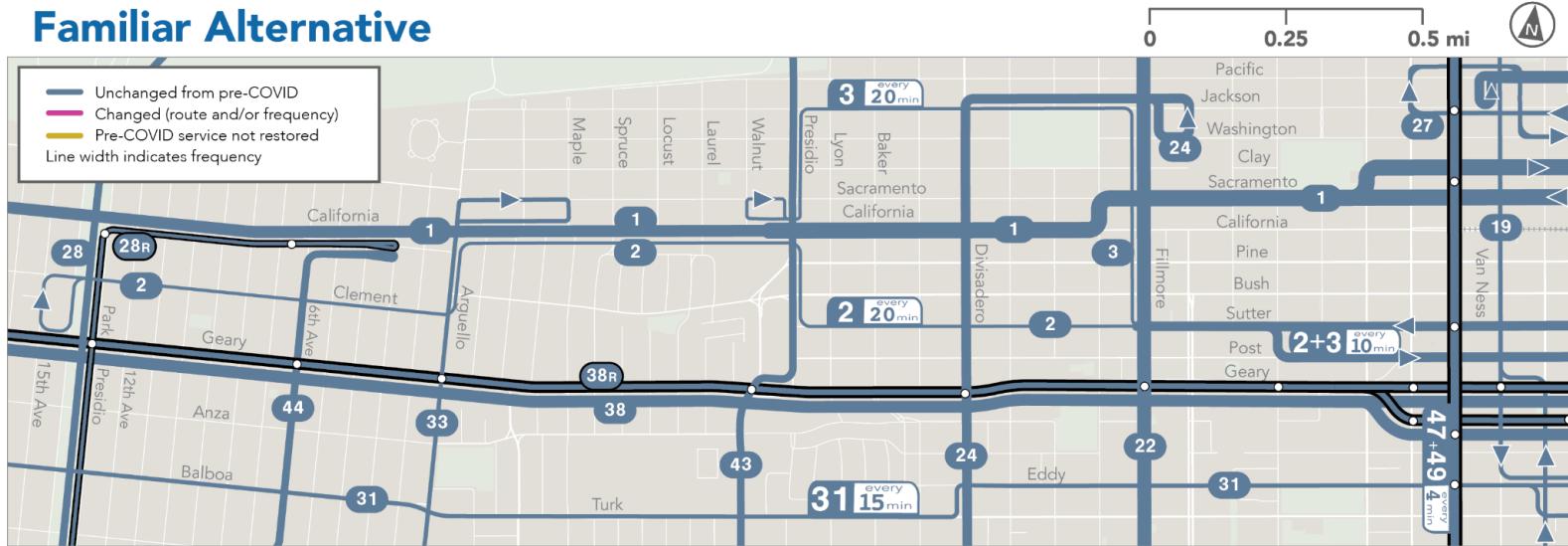
How much service does Sutter Street need? It's 2-4 blocks from service on Geary and California streets.

Would it be better to have lines a little further apart so that we can build up frequencies on routes to reduce waiting times and crowding?

Post, Sutter, Clement, and Jackson Streets

2 Clement, 3 Jackson, 10 Townsend

Familiar Alternative



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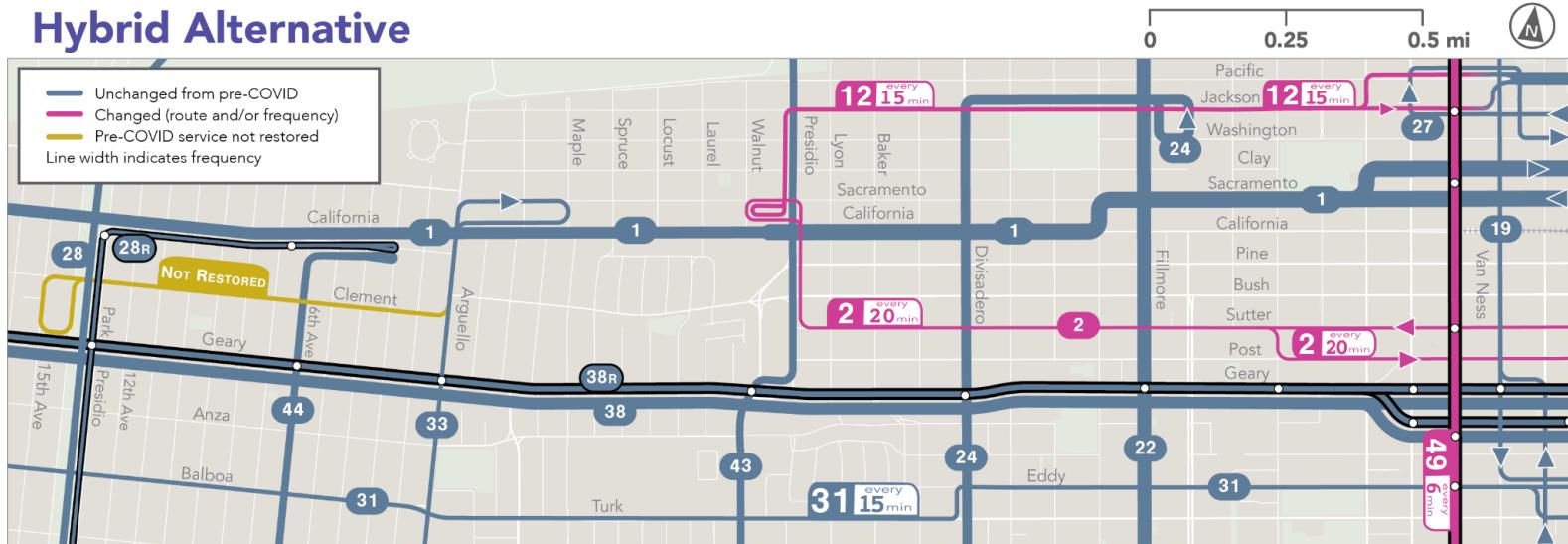
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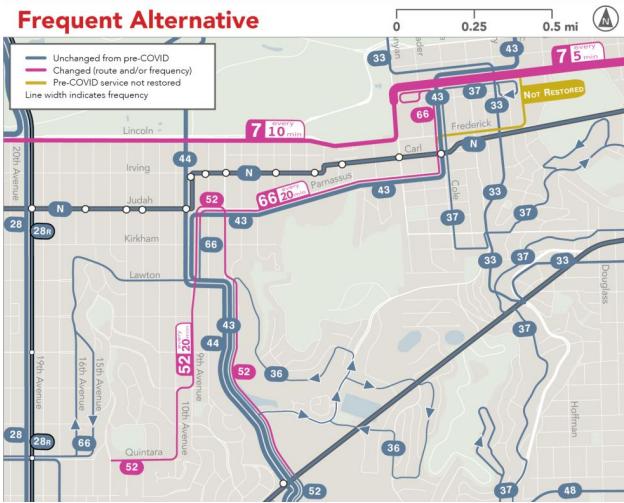
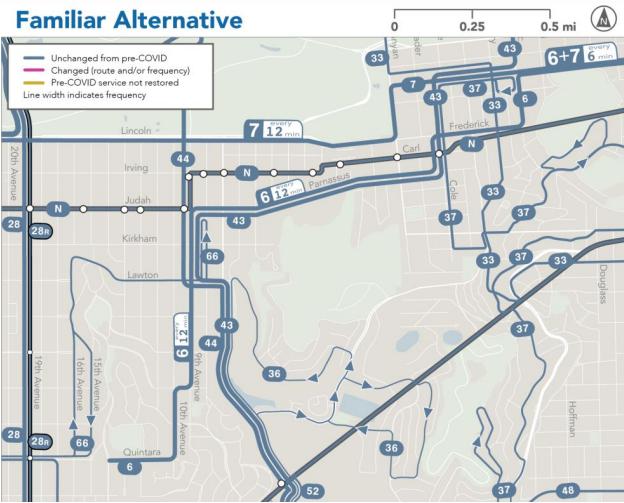
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Location	Jobs + Education		Food Resources		Medical Facilities	
	Frequent	Hybrid	Frequent	Hybrid	Frequent	Hybrid
Clement & 6th	+1% 	+1% 	+2% 	+2% 	+2% 	+1% 
Sutter & Divisadero (near Mt Zion)	+1% 	-1% 	+3% 	+1% 	+1% 	0%
Sutter & Laguna	+5% 	0%	+7% 	+2% 	+2% 	+2% 
Jackson & Baker	-5% 	-4% 	0%	-2% 	-8% 	-2% 
Jackson & Fillmore	+10% 	+4% 	+6% 	+2% 	-7% 	+2% 
Area median	0%	-3% 	+2% 	-1% 	0%	-1% 

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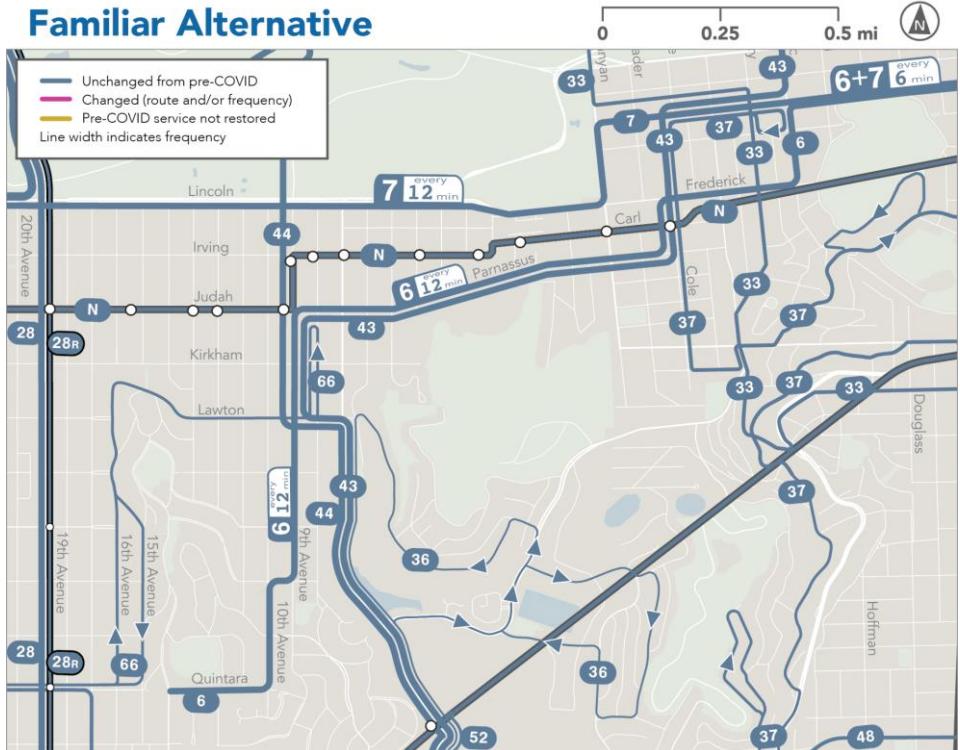
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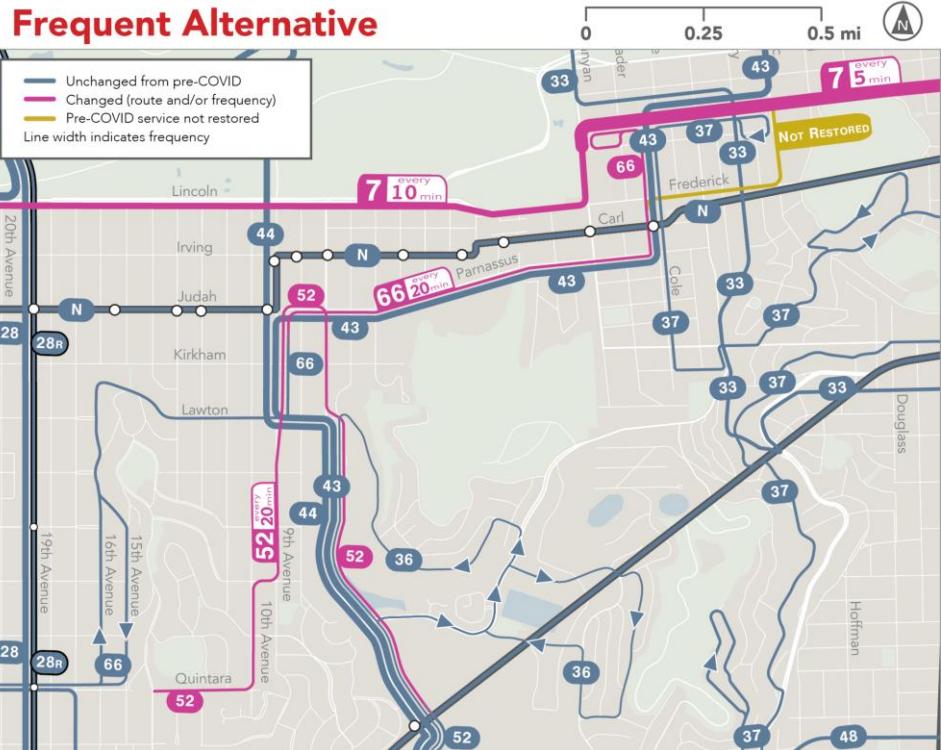
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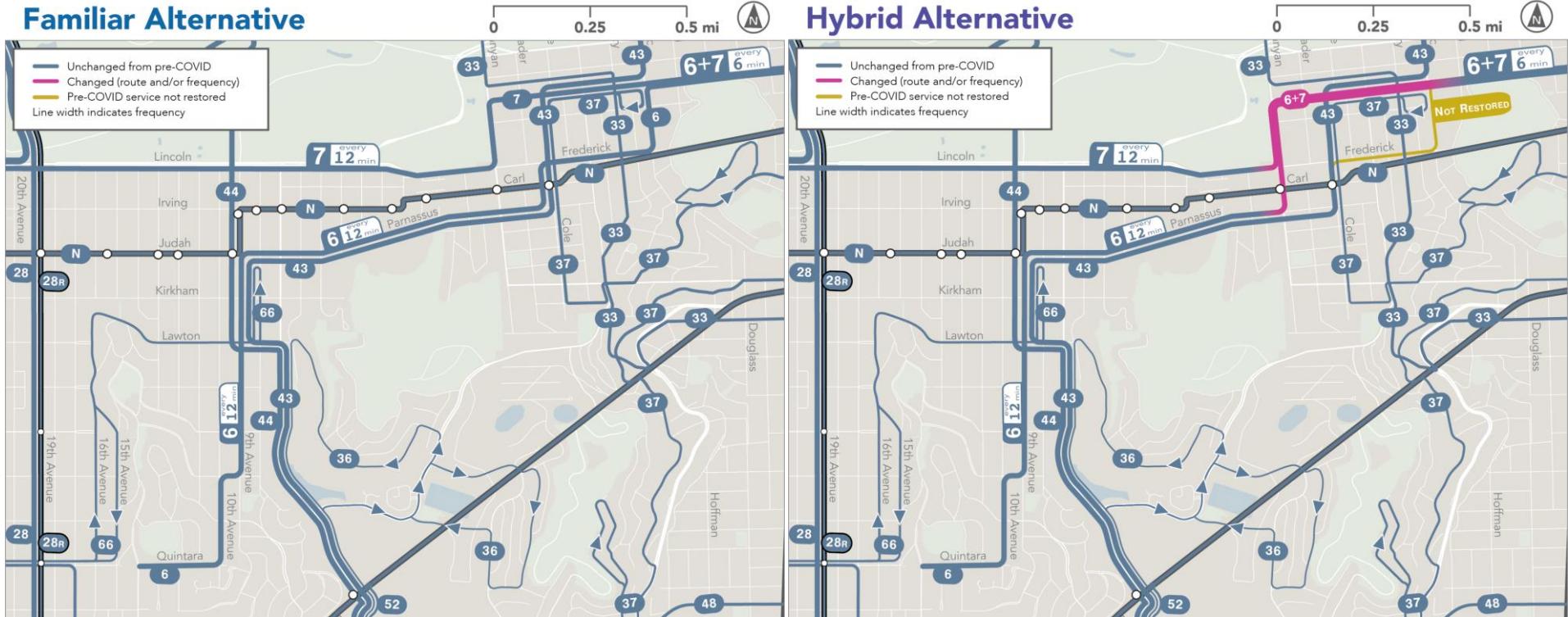


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9th & Judah	+2% 	+2% 	+2% 	0%	-1% 	0%
14th & Quintara	-5% 	0%	+1% 	+1% 	-1% 	+4% 
Ashbury & Frederick	0%	+4% 	+1% 	+5% 	0%	+5% 
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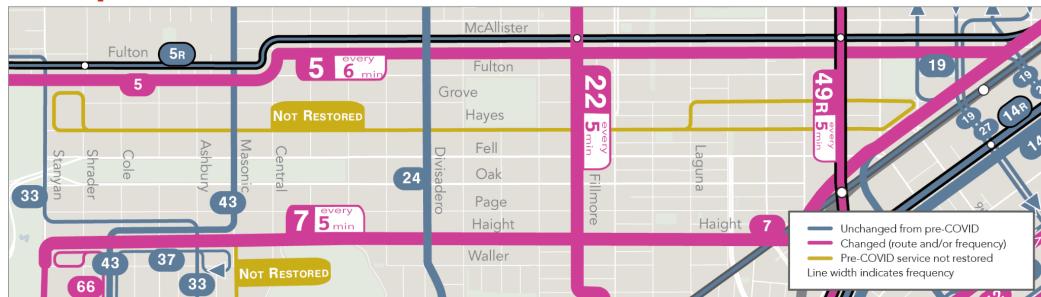
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Frequent Alternative



Hybrid Alternative

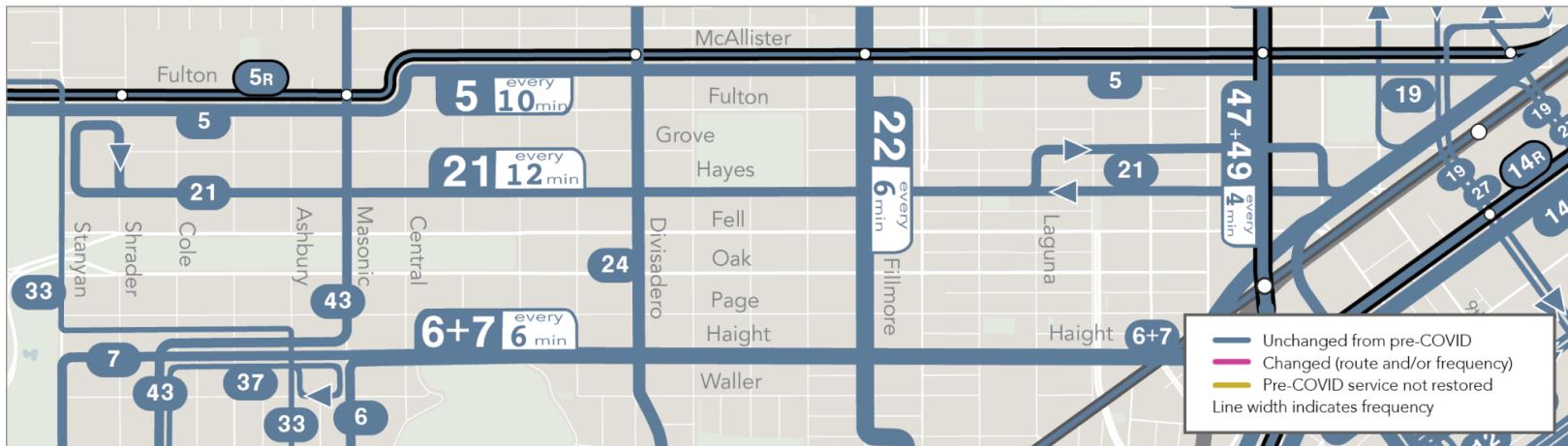


- 21 Hayes is 2-3 blocks from frequent service on Haight and McAllister streets
- By reducing or eliminating 21 Hayes, we can improve waiting times and crowding on the 5 Fulton and 7 Haight/Noriega.
- If the 21 Hayes is eliminated, and you're on Hayes Street, it's a hilly 3-4 block walk to the 5 Fulton or 7 Haight.

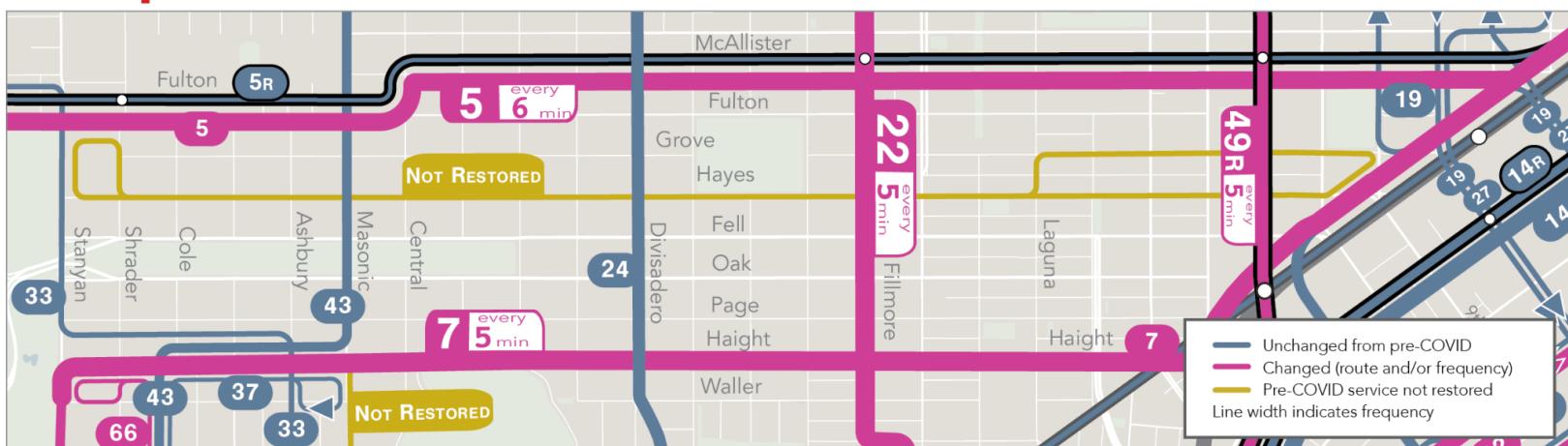
Hayes Valley and Western Addition

5 Fulton, 6 Haight/Parnassus, 7 Haight/Noriega, 21 Hayes

Familiar Alternative



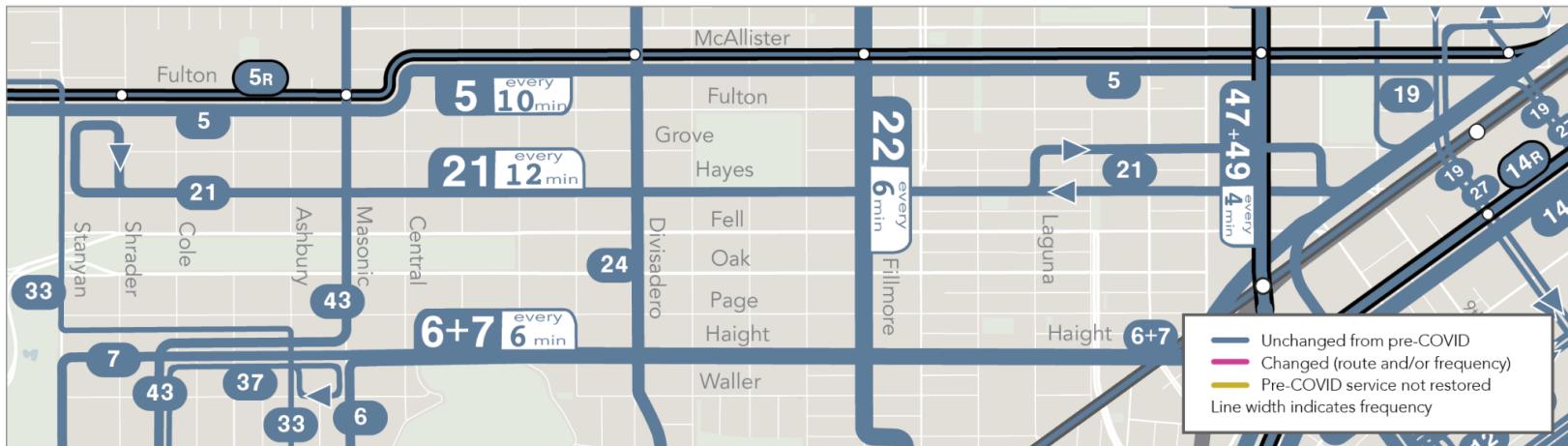
Frequent Alternative



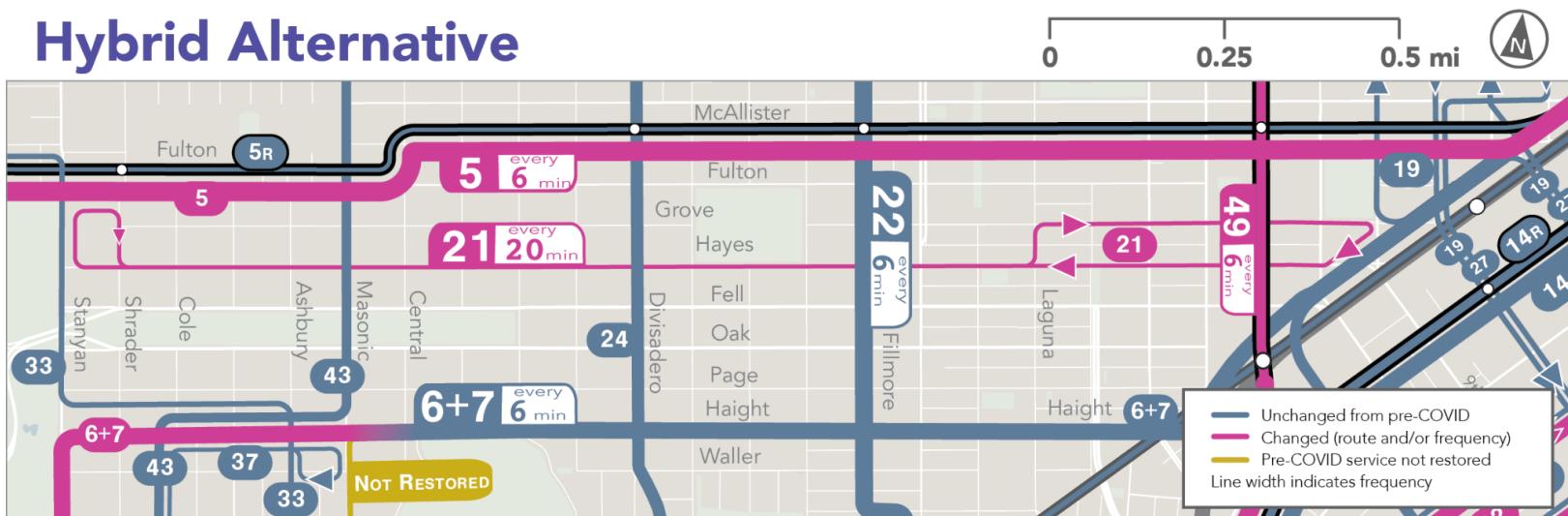
Hayes Valley and Western Addition

5 Fulton, 6 Haight/Parnassus, 7 Haight/Noriega, 21 Hayes

Familiar Alternative



Hybrid Alternative



Hayes Valley and Western Addition

5 Fulton, 6 Haight/Parnassus, 7 Haight/Noriega, 21 Hayes

Location	Jobs + Education		Food Resources		Medical Facilities	
	Frequent	Hybrid	Frequent	Hybrid	Frequent	Hybrid
Hayes & Lyon	+2% 	-3% 	+2% 	-2% 	+8% 	+1% 
Grove & Laguna	0%	-7% 	+6% 	0%	0%	-2% 
Fell & Pierce	+11% 	-1% 	+11% 	-1% 	+5% 	-5% 
Area median	+8% 	-1% 	+9% 	+2% 	+5% 	0%

South of Market, Market Street, Financial District

**10 Townsend, 12 Folsom/Pacific, 30 Stockton,
31 Balboa, 47 Van Ness, 49 Van Ness/Mission**

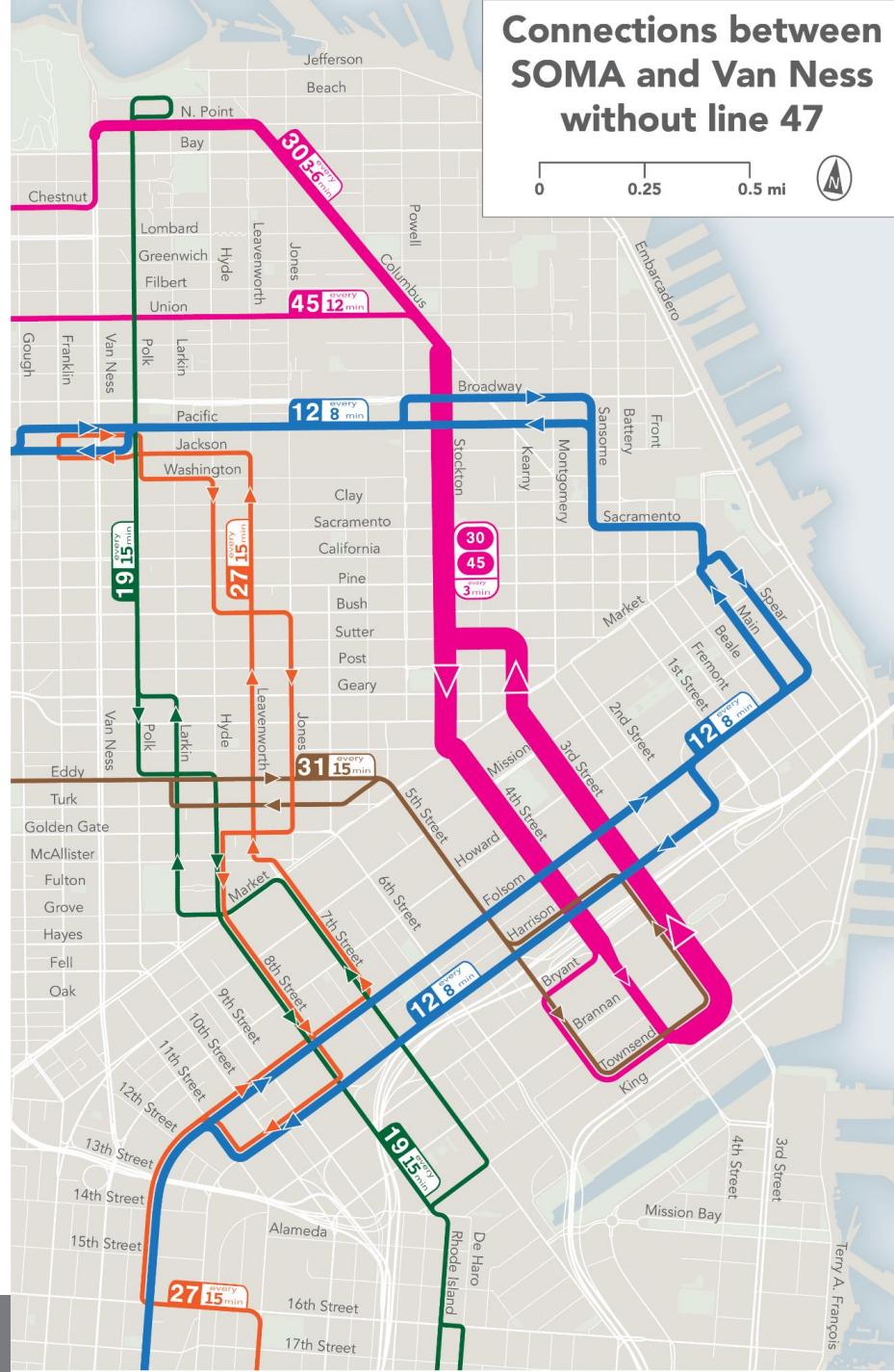
Van Ness Avenue is served by two overlapping lines, 47 Van Ness and 49 Van Ness/Mission.

The L-shaped 47 Van Ness provides some direct service from Van Ness into Caltrain and destinations in western SoMA.

Buses on the two lines were scheduled to come every 9 minutes, and on Van Ness Avenue, their schedules were offset so that a bus (either 47 Van Ness or 49 Van Ness/Mission) came every four or five minutes.

These are the lines that run through SoMA and also cross Van Ness Avenue. Collectively these link most of the 47 Van Ness's SoMA service area to most parts of Van Ness.

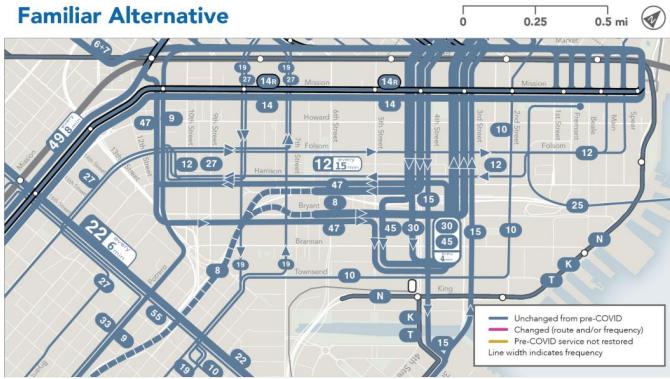
Note: This map does not show the 47 Van Ness



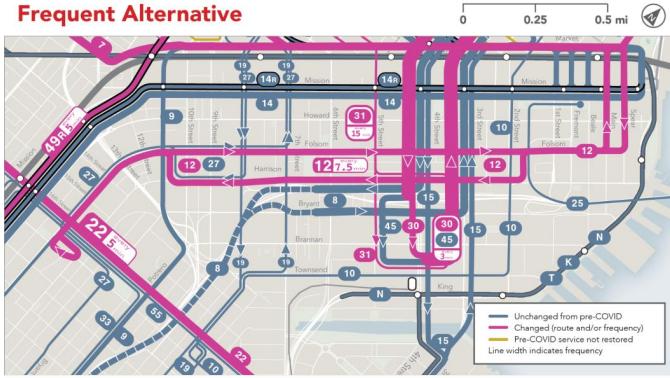
South of Market, Market Street, Financial District

10 Townsend, 12 Folsom/Pacific, 30 Stockton, 31 Balboa, 47 Van Ness, 49 Van Ness/Mission

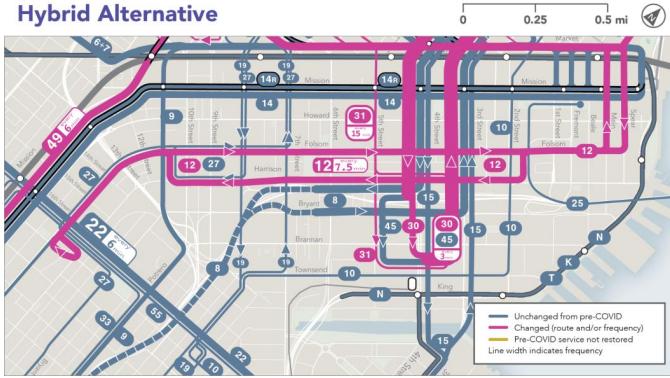
Familiar Alternative



Frequent Alternative



Hybrid Alternative



The 47 Van Ness, ran the length of Van Ness Avenue, and then continued across the South of Market to Caltrain

Would it be better if there were more frequency on 49 Van Ness/Mission to reduce waiting and crowding there?

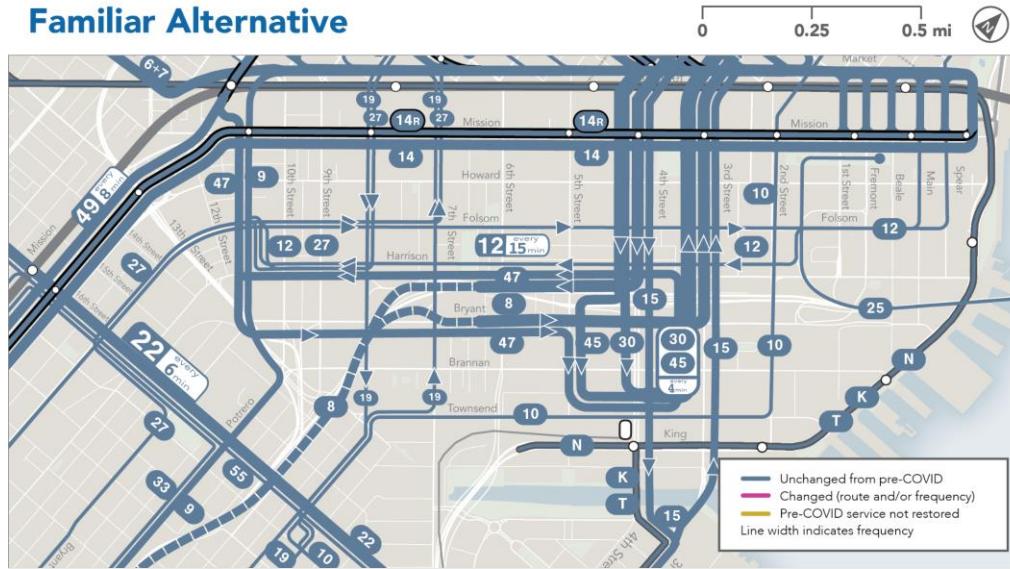
Are there ways to organize Muni's 10 Townsend and 12 Folsom to provide more useful service to Folsom and Harrison streets, and Chinatown and Rincon Hill?

Should Muni's 31 Balboa continue to go to the foot of Market Street, or would it be more useful if it turned down 5th Street to end at Caltrain?

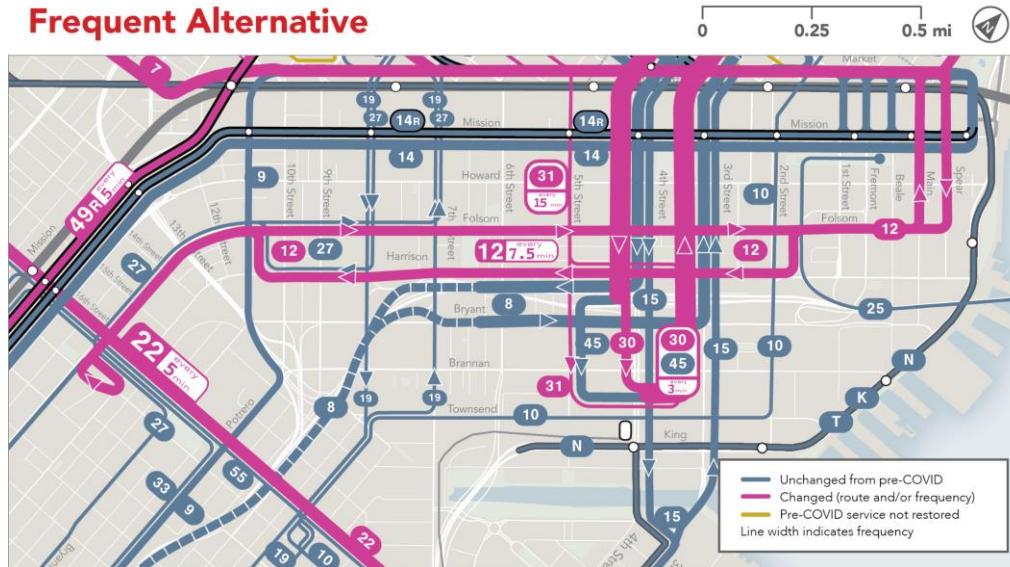
South of Market, Market Street, Financial District

10 Townsend, 12 Folsom/Pacific, 30 Stockton, 31 Balboa, 47 Van Ness, 49 Van Ness/Mission

Familiar Alternative



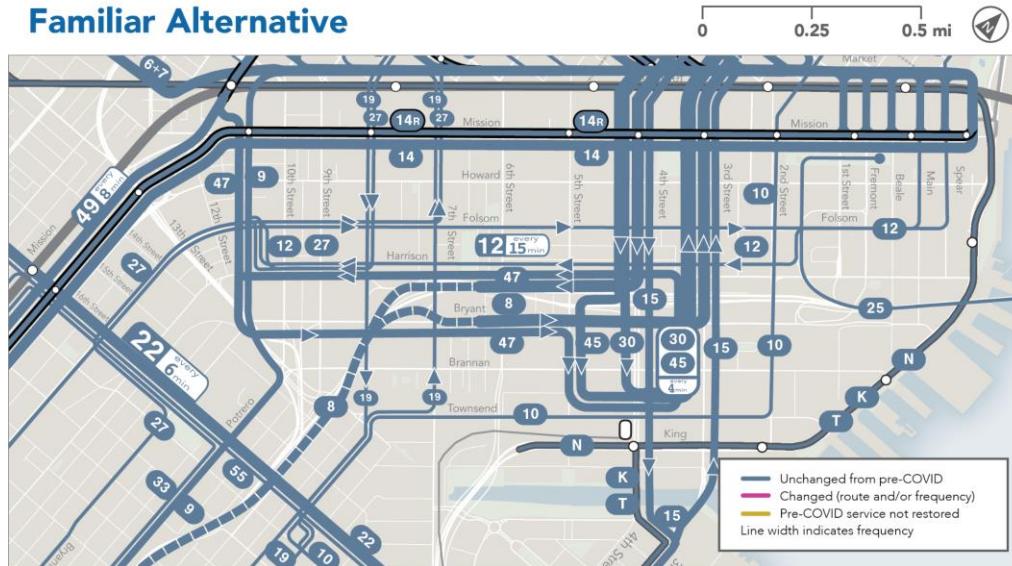
Frequent Alternative



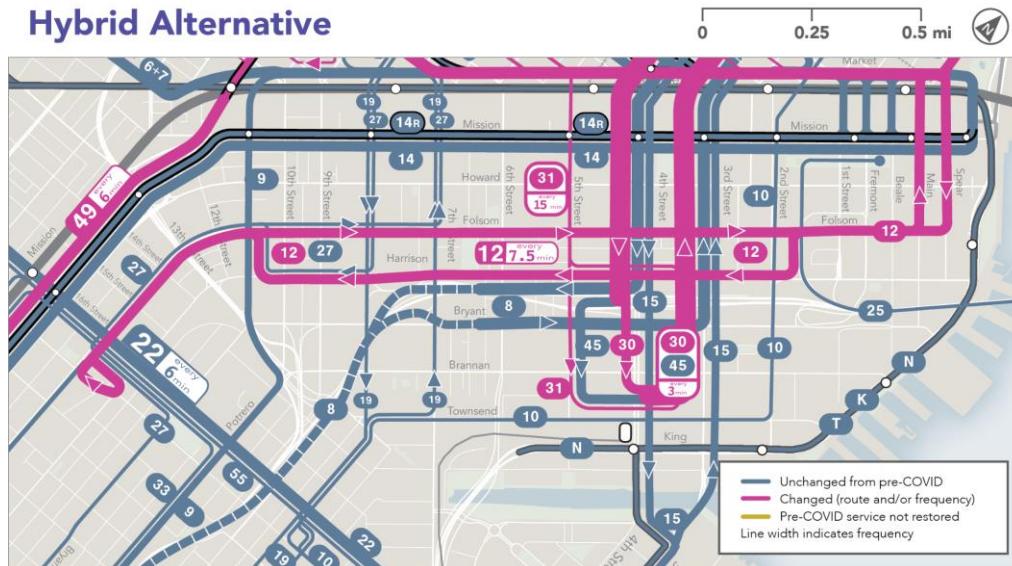
South of Market, Market Street, Financial District

10 Townsend, 12 Folsom/Pacific, 30 Stockton, 31 Balboa, 47 Van Ness, 49 Van Ness/Mission

Familiar Alternative



Hybrid Alternative



South of Market, Market Street, Financial District

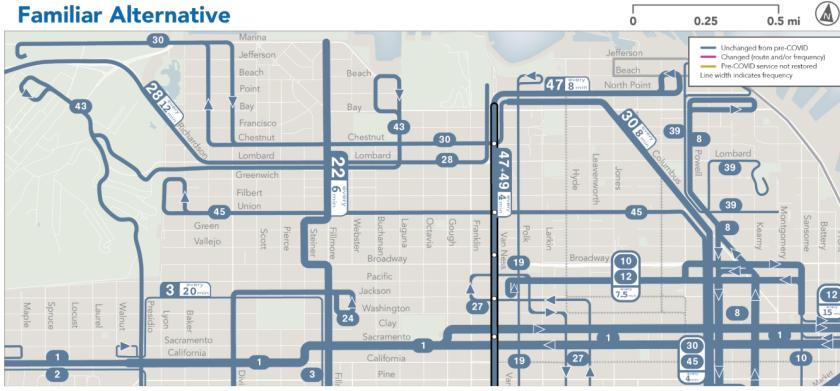
10 Townsend, 12 Folsom/Pacific, 30 Stockton, 31 Balboa, 47 Van Ness, 49 Van Ness/Mission

Location	Jobs + Education		Food Resources		Medical Facilities	
	Frequent	Hybrid	Frequent	Hybrid	Frequent	Hybrid
11th & Harrison	-2% 	-4% 	+3% 	+1% 	+3% 	+1% 
6th & Bryant	-1% 	-1% 	-1% 	-2% 	-1% 	-1% 
6th & Folsom	+0%	0%	+4% 	+3% 	-2% 	-3% 
3rd & Harrison	-1% 	-2% 	+6% 	+5% 	+4% 	+3% 
Main & Folsom	+3% 	+3% 	+4% 	+4% 	+8% 	+6% 
4th & Townsend (Caltrain)	+0%	0%	+8% 	+8% 	+16% 	+16% 
Area median	+1% 	0% 	+3% 	+3% 	+1% 	0% 

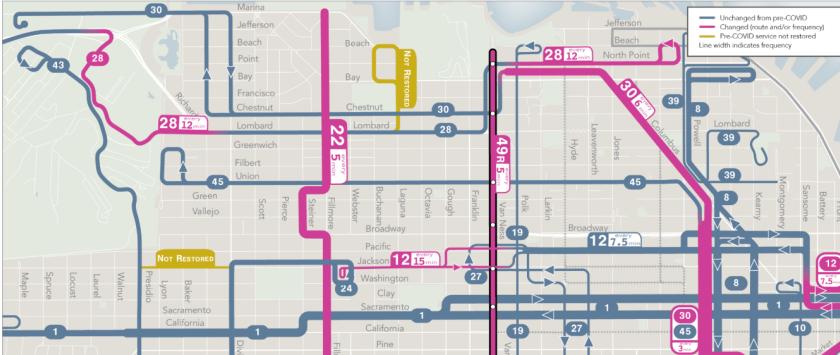
The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach

12 Folsom/Pacific, 22 Fillmore, 28 19th Avenue, 30 Stockton, 43 Masonic, 47 Van Ness, 49 Van Ness/Mission

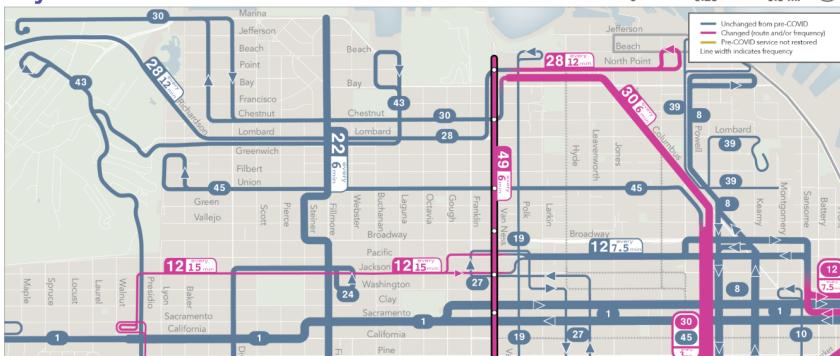
Familiar Alternative



Frequent Alternative



Hybrid Alternative



The 49 Van Ness/Mission currently ends at Powell and North Point streets at Fisherman's Wharf.

Rather than the 49 Van Ness/Mission, the 28 19th Avenue could continue to the Wharf, providing continuous east-west service along the north edge of the city, from the Richmond across the Presidio and Marina.

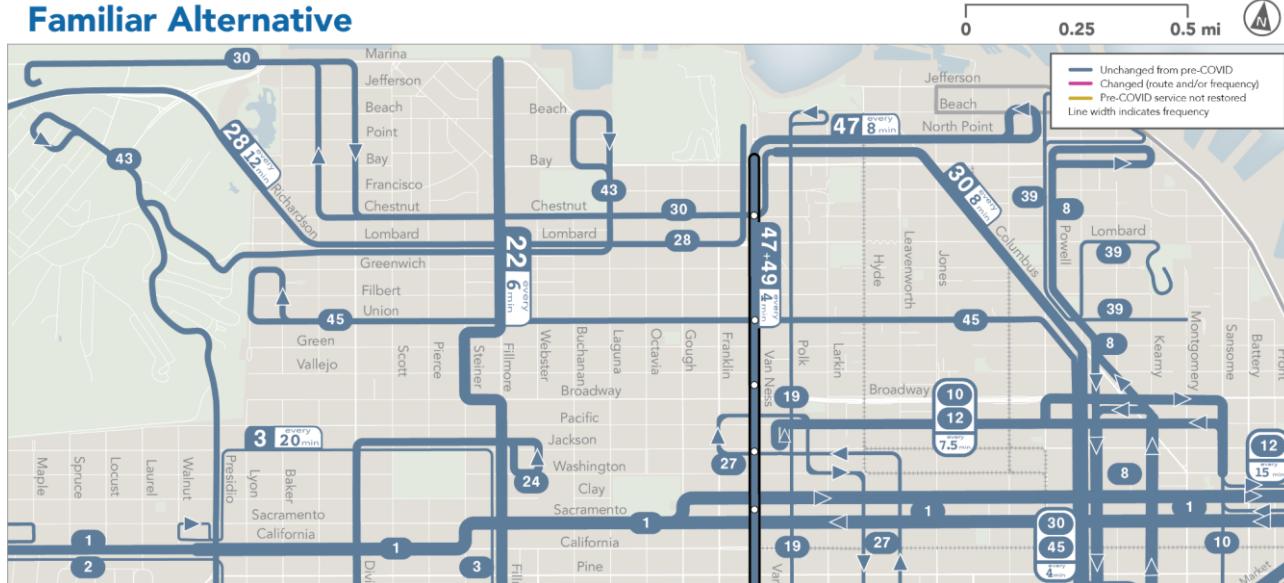
The 43 Masonic runs north-south across the city to California Street. Instead of restoring the segment continuing north through the Presidio and then east through the Marina to Fort Mason, the 28 19th Avenue could connect the eastern part of the Presidio, making it easier to get from the Sunset and Richmond to the Presidio, and connecting the Presidio to Fisherman's Wharf.

Finally, we are looking at increasing frequency on the 30 Stockton through Chinatown. These additional trips would extend from Caltrain to Van Ness Avenue and North Point Street.

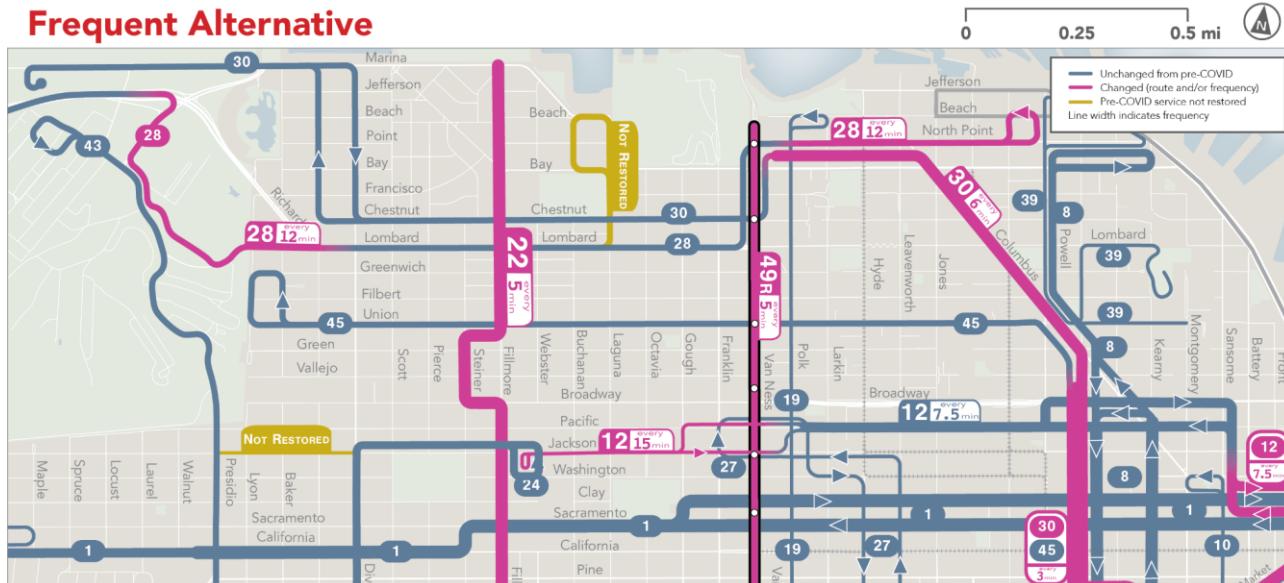
The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach

12 Folsom/Pacific, 22 Fillmore, 28 19th Avenue, 30 Stockton, 43 Masonic, 47 Van Ness, 49 Van Ness/Mission

Familiar Alternative



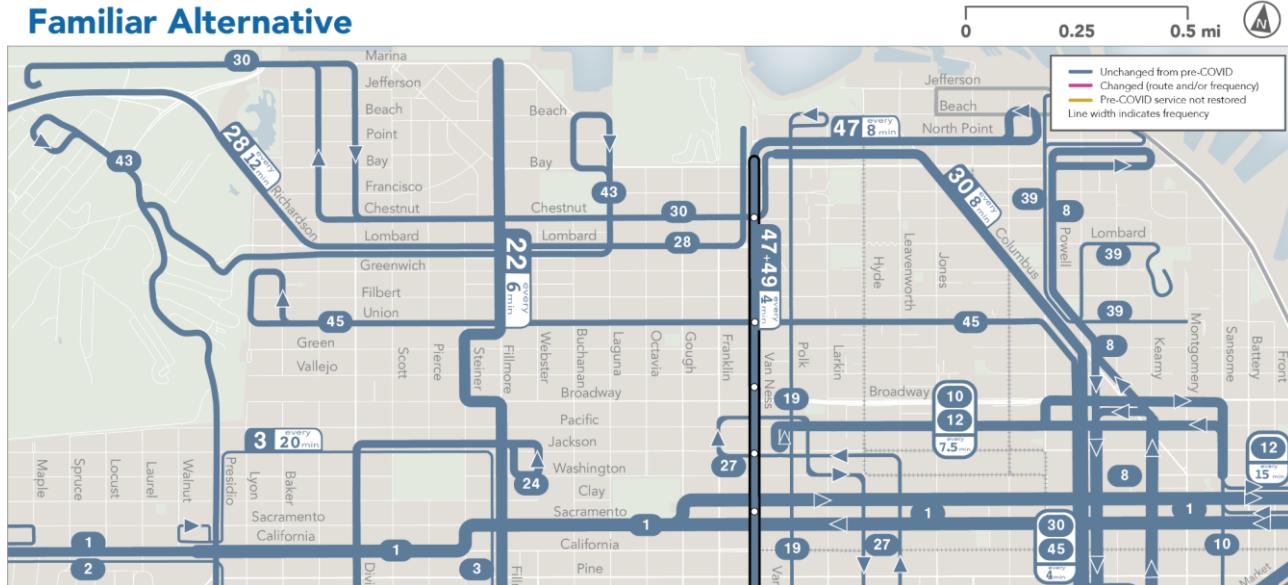
Frequent Alternative



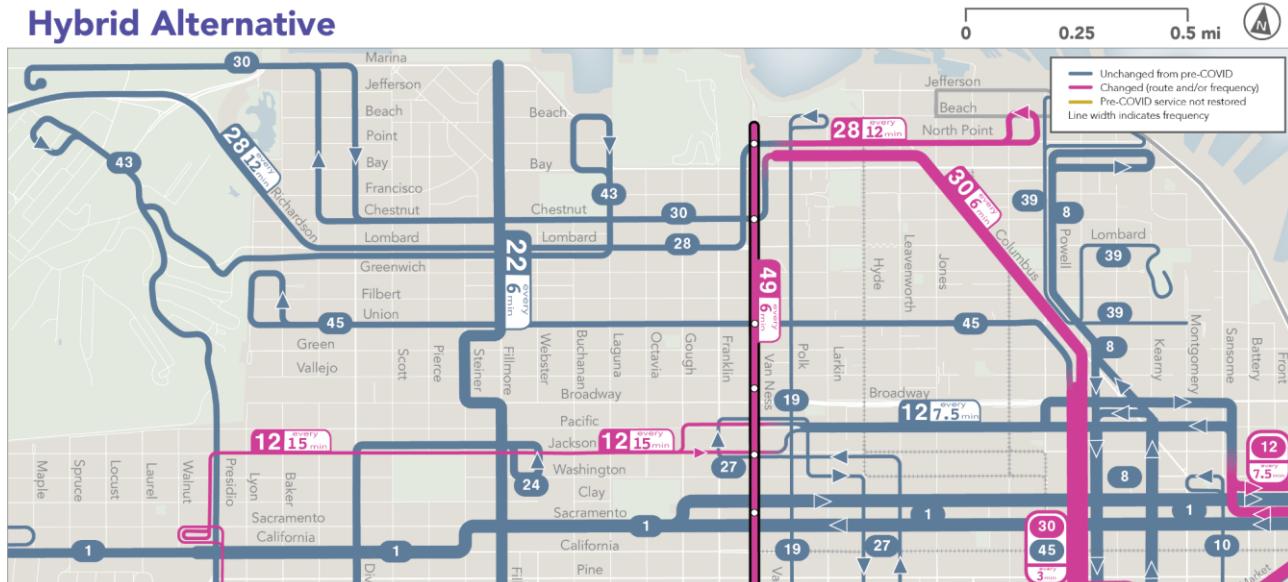
The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach

12 Folsom/Pacific, 22 Fillmore, 28 19th Avenue, 30 Stockton, 43 Masonic, 47 Van Ness, 49 Van Ness/Mission

Familiar Alternative



Hybrid Alternative



The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach

12 Folsom/Pacific, 22 Fillmore, 28 19th Avenue, 30 Stockton, 43 Masonic, 47 Van Ness, 49 Van Ness/Mission

Location	Jobs + Education		Food Resources		Medical Facilities	
	Frequent	Hybrid	Frequent	Hybrid	Frequent	Hybrid
Van Ness & North Point	+18% 	-1% 	+21% 	+1% 	+8% 	-4% 
Columbus & Union (North Beach)	+1% 	0%	+2% 	0%	+1% 	-1% 
Stockton & Washington (Chinatown)	0%	0%	+1% 	+2% 	0%	0%
Girard & Lincoln (Presidio)	+13% 	+3% 	+5% 	0%	+5% 	+2% 
Chestnut & Fillmore (Marina)	+10% 	+4% 	+13% 	+4% 	+9% 	-2.5% 
Beach & Laguna (Ft Mason)	+3% 	0%	+28% 	+17% 	+9% 	-9.5% 
Area median	+4% 	-1% 	+5% 	-1% 	+3% 	-2% 

The Mission, Excelsior, City College 22 Fillmore, 49 Van Ness/Mission



If we run all Van Ness Avenue Muni service with the 49 Van Ness/Mission, it would improve access into the Mission and to City College at every six minutes instead of every eight minutes.

We could replace the 49 Van Ness/Mission with a 49R Van Ness/Mission Rapid, making all stops on Van Ness Avenue, at the new BRT stations. Along Mission Street, it would stop only at the current 14R Mission Rapid stops.

We could also improve frequencies on the 22 Fillmore and 12 Folsom to reduce wait times and crowding.

The Mission, Excelsior, City College 22 Fillmore, 49 Van Ness/Mission

Familiar Alternative



Frequent Alternative



The Mission, Excelsior, City College

22 Fillmore, 49 Van Ness/Mission

Familiar Alternative



Hybrid Alternative



The Mission, Excelsior, City College

22 Fillmore, 49 Van Ness/Mission

Location	Jobs + Education		Food Resources		Medical Facilities	
	Frequent	Hybrid	Frequent	Hybrid	Frequent	Hybrid
16th & Folsom	+6% 	+1% 	+3% 	+1% 	+4% 	+1% 
Van Ness & Mission	-3% 	+1% 	-2% 	+3% 	-5% 	+1% 
18th & Mission	0%	+4% 	0%	+3% 	+1% 	+4% 
20th & Mission	+6% 	+2% 	+7% 	+3% 	+8% 	+2% 
22nd & Mission	+1% 	+1% 	+1% 	+4% 	+2% 	+5% 
Cesar Chavez & Mission	+4% 	+2% 	+3% 	+1% 	+16% 	+6% 
Excelsior & Mission	-10% 	+10% 	-8% 	+11% 	-3% 	+6% 
Area median	+6% 	+3% 	+5% 	+2% 	+9% 	+5% 

How do I give my feedback to the SFMTA?

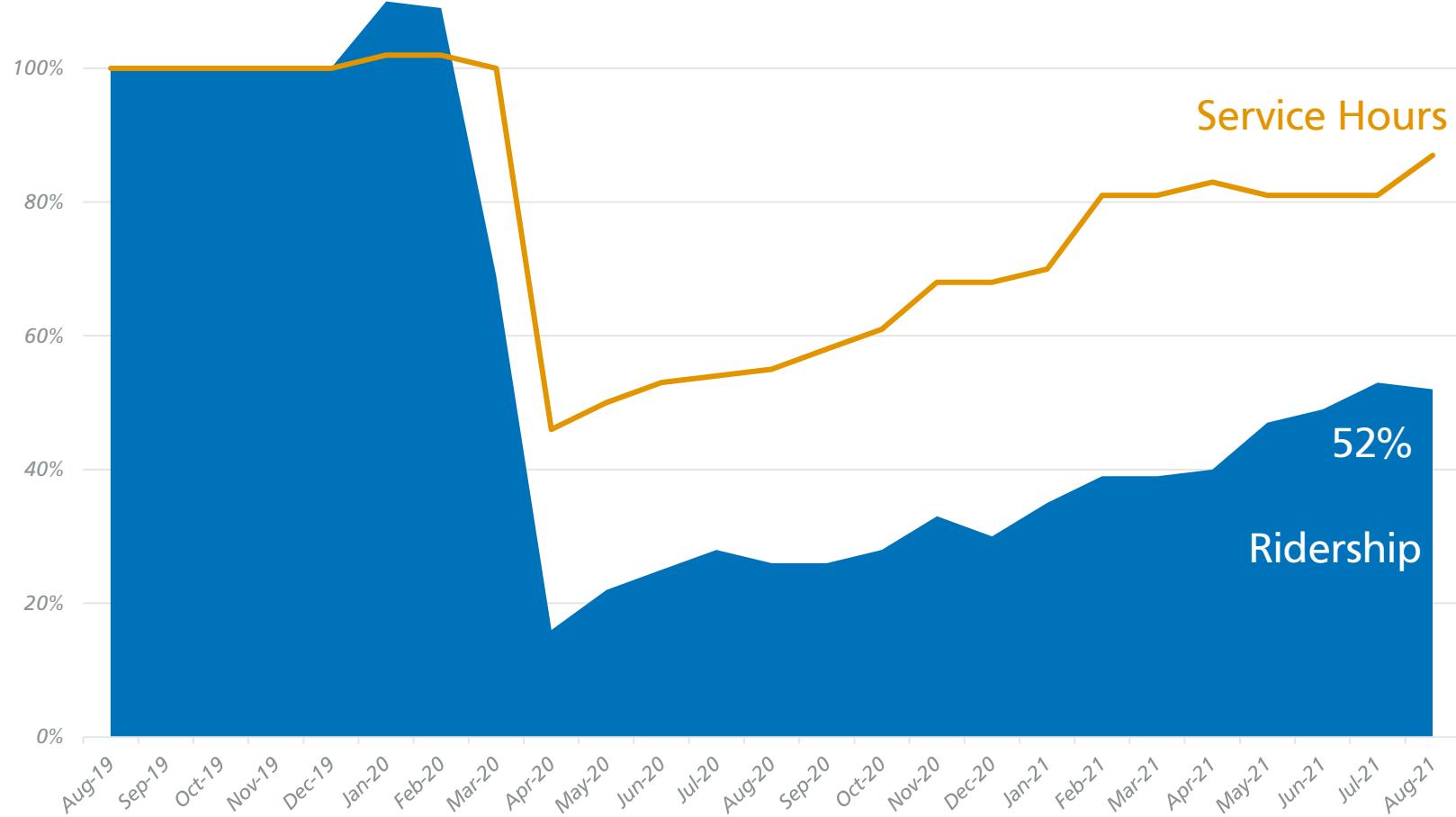
- Review the three scenarios for 2022 Muni service at SFMTA.com/2022Network
- Take the 2022 Muni service network survey online or by phone
- Attend one of 3 virtual open houses for a formal presentation plus Q&A (interpretation available upon request with 48-hours notice)
 - September 18, 11 a.m.
 - September 22, 6 p.m.
 - September 23, 11 a.m.
- Have your questions answered by staff at office hours (No formal presentation, interpretation available upon request with 48-hours notice)
 - September 20, 11 a.m.
 - September 23, 6 p.m.
- Email TellMuni@SFMTA.com



Appendix

Weekend Service Levels + Ridership

Weekend ridership rebounded sooner, and at higher levels than weekday

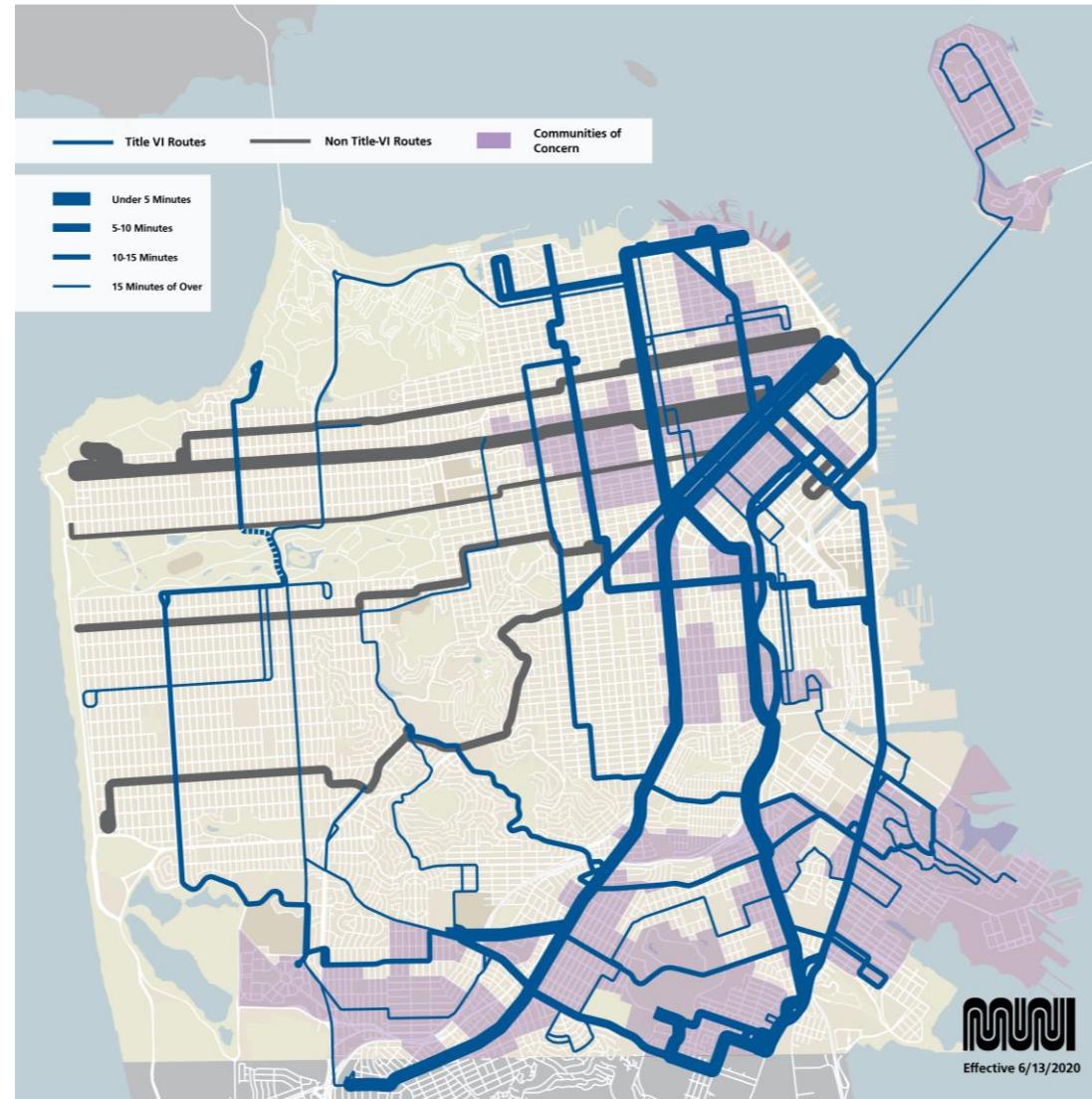


The recovery has been uneven

Early in the pandemic, our service focused on reaching essential jobs and activities

We poured resources into our “Core Service” delivering high frequencies to reduce crowding

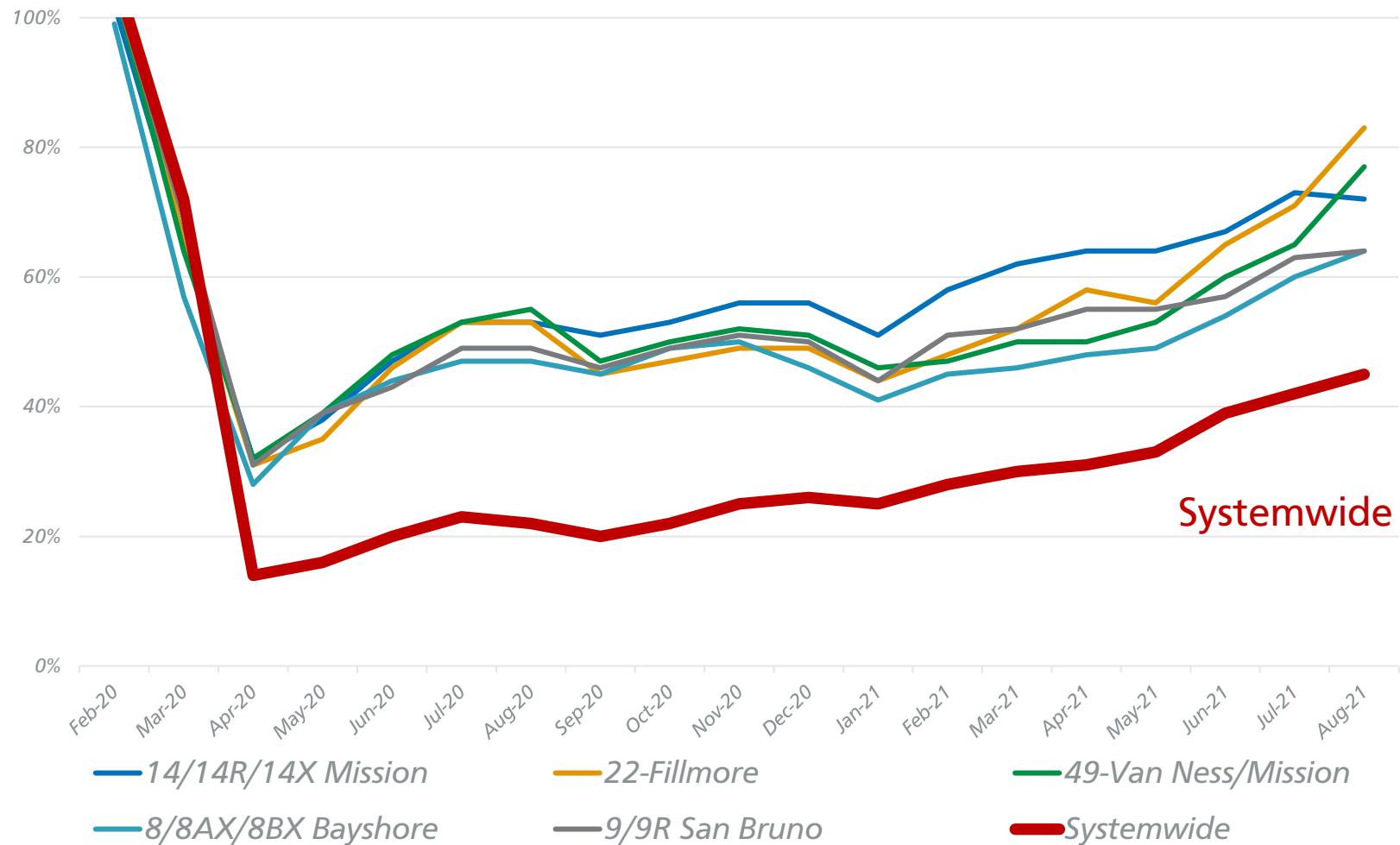
These routes rebounded quickly and remained strong throughout the pandemic.



Effective 6/13/2020

Frequent Routes: Weekday

The recovery has been driven by our Title VI or “Equity” routes



Frequent Routes: Weekend

The pattern is more pronounced over the weekend. These riders use Muni for basic mobility, not for a downtown 9-5 office commute.

